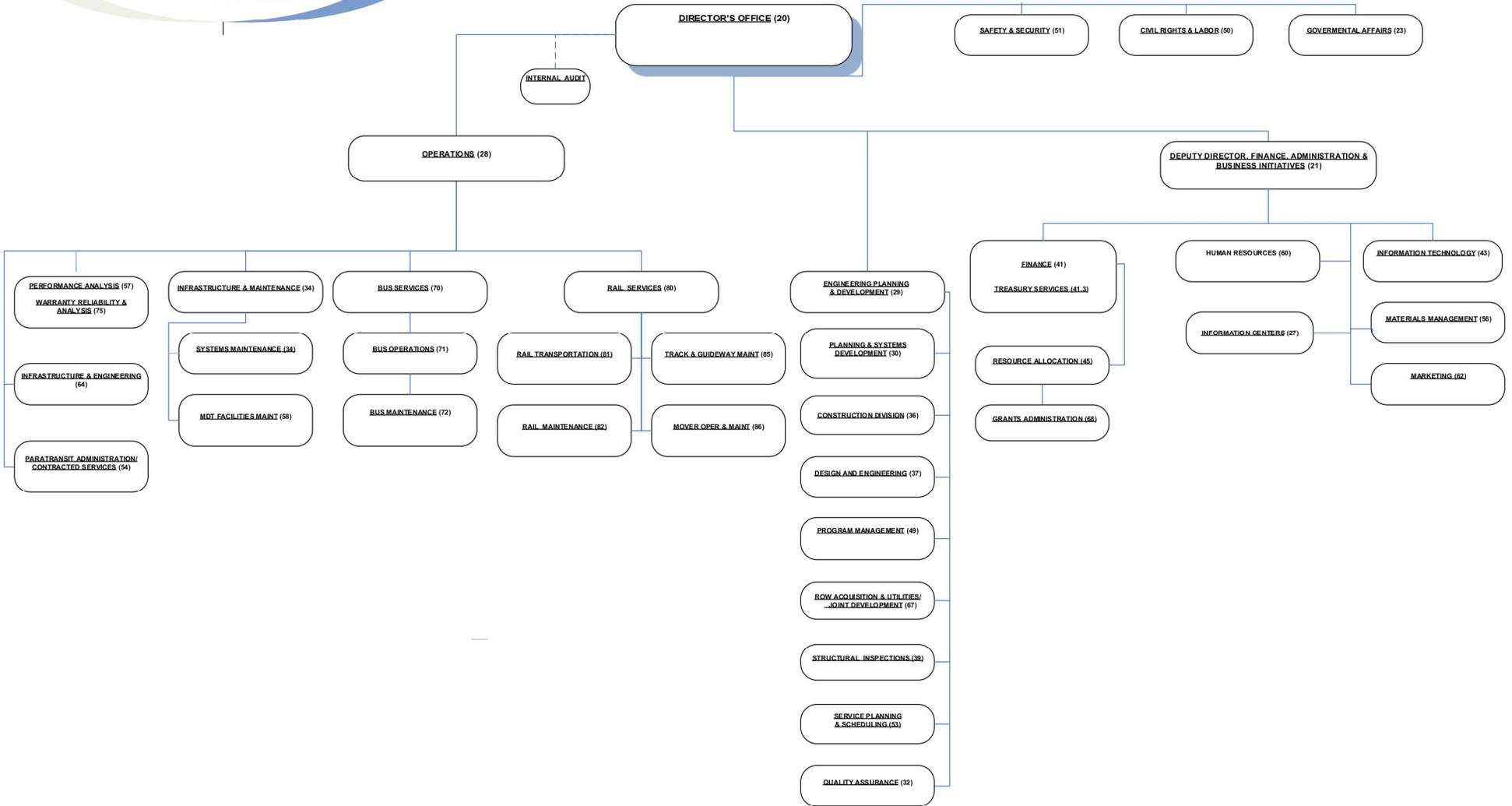


Appendices

A.1 MIAMI-DADE TRANSIT TABLE OF ORGANIZATION

Miami-Dade Transit
 Department Table of Organization
 Department Totals
FY14/15
 3,246 FTE
 312 P/T Operators
 37 P/T Revenue Collection



A.2 SERVICE CHARACTERISTICS (DECEMBER 2014)

MDT METROBUS ROUTE HEADWAYS (December 2014)

ROUTE	PEAK (AM/PM)	OFF-PEAK (Midday)	EVENING (at 8 pm)	OVER NIGHT	SATURDAY	SUNDAY
BRANCHES						
1	30	40	n/a	n/a	40	40
2						
NW 2 Avenue / NW 79 Street	20	20	30	n/a	20	30
163rd Street Mall	60	60	50	n/a	n/a	n/a
3	20	20	30	60	15	20
6	60	60	n/a	n/a	60	60
7						
East of NW 44 Avenue	15	20	24	n/a	20	30
MIA Metrorail Station	30	40	30	n/a	40	40
Dolphin Mall	30	40	30	n/a	40	40
8						
East of SW 57 Avenue	10	15	20	n/a	15	20
East of SW 82 Avenue	15	15	20	n/a	15	20
Westchester	30	30	20	n/a	15	20
FIU via SW 8 Street	30	30	n/a	n/a	n/a	n/a
FIU via Coral Way	30	30	20	n/a	n/a	n/a
9						
163rd Street Mall	12	30	30	n/a	30	30
Aventura Mall	30	30	40	n/a	30	30
10	30	30	30	n/a	30	30
11						
East of 79 Avenue	8	12	20	60	12	15
Mall of the Americas	15	24	40	60	24	30
FIU-University Park Campus	15	24	40	60	24	30
12	30	30	45	n/a	40	40
16	20	30	30	n/a	24	30
17						
Vizcaya	30	30	60	n/a	30	30
South of NW 95 Street & north of W. Flagler Street	15	30	60	n/a	30	30
NW 7 Avenue/105 Street	30	n/a	n/a	n/a	n/a	n/a
Norwood	30	30	60	n/a	30	30
19	24	24	40	n/a	n/a	n/a
21	30	30	60	n/a	40	40
22						
North of West Flagler Street	15	30	60	n/a	30	30
Coconut Grove Station	30	60	60	n/a	60	60
24						
Westchester	20	20	30	n/a	30	30
FIU-University Park Campus	30	40	40	n/a	60	60
SW 137 Avenue/26 Street	40	40	60	n/a	60	60
SW 147 Avenue/26 Street	40	n/a	n/a	n/a	n/a	n/a
27						
South of 183 Street	15	15	30	60	20	30
Calder via NW 27 Avenue	30	30	60	n/a	40	60
Calder via NW 37 Avenue	30	30	60	60	40	60

MDT METROBUS ROUTE HEADWAYS (December 2014 - continued)

ROUTE	PEAK (AM/PM)	OFF-PEAK (Midday)	EVENING (at 8 pm)	OVER NIGHT	SATURDAY	SUNDAY
BRANCHES						
29	50	50	n/a	n/a	n/a	n/a
31 (Busway Local)	15	30	40	n/a	30	30
32	24	30	30	n/a	40	60
33	30	30	60	n/a	30	30
34 (Busway Flyer)	7	n/a	n/a	n/a	n/a	n/a
35	30	30	30	n/a	60	60
36						
East of NW 57 Avenue	20	30	15	n/a	30	30
Doral Center	20	60	24	n/a	60	60
Miami Springs Circle	60	60	24	n/a	60	60
Dolphin Mall	60	60	24	n/a	n/a	n/a
37	30	30	30	n/a	30	30
38 (Busway MAX)	15	15	15	60	15	20
40						
East of SW 127 Avenue	15	30	30	n/a	60	60
SW 8 Street/SW 129 Avenue	30	60	50	n/a	n/a	n/a
Miller Drive/SW 152 Avenue	30	60	50	n/a	60	60
42						
MIA Metrorail Station	20	30	60	n/a	40	60
Miami Springs Circle	40	60	n/a	n/a	n/a	n/a
Opa-locka Tri-Rail Station	40	60	n/a	n/a	40	60
46 (Liberty City Connection)	45	n/a	n/a	n/a	n/a	n/a
48	60	60	n/a	n/a	n/a	n/a
51 (Flagler MAX)	15	30	30	n/a	n/a	n/a
52	30	45	60	n/a	45	60
54						
Hialeah Gardens	30	30	24	n/a	30	40
Miami Gardens Drive/NW 87 Avenue	50	60	n/a	n/a	n/a	n/a
56	40	60	n/a	n/a	n/a	n/a
57	40	60	n/a	n/a	n/a	n/a
62						
Dr. Martin Luther King, Jr. Station	12	20	30	n/a	20	30
Hialeah	30	40	30	n/a	20	30
Miami Beach	30	n/a	n/a	n/a	n/a	n/a
70						
South Dade Government Center	30	60	60	n/a	60	60
Saga Bay	n/a	n/a	n/a	n/a	60	60
71	30	60	45	n/a	60	60
72						
East of SW 137 Avenue	30	30	30	n/a	60	60
Miller Square	60	60	30	n/a	60	60
SW 162 Avenue/Kendall Drive	60	60	n/a	n/a	60	60
73	30	40	60	n/a	60	60
75	30	30	60	n/a	45	60
77						

MDT METROBUS ROUTE HEADWAYS (December 2014 - continued)

ROUTE	PEAK (AM/PM)	OFF-PEAK (Midday)	EVENING (at 8 pm)	OVER NIGHT	SATURDAY	SUNDAY
BRANCHES						
South of NW 183 Street	8	12	30	n/a	15	30
NW 199 Street	15	24	30	n/a	30	60
79 (79 Street MAX)	24	n/a	n/a	n/a	n/a	n/a
87						
Koger Center	30	45	60	n/a	45	60
Palmetto Station	30	45	60	n/a	n/a	n/a
88	20	30	30	n/a	30	30
93 (Biscayne MAX)	15	30	n/a	n/a	n/a	n/a
95	5	n/a	n/a	n/a	n/a	n/a
99						
East of NW 47 Avenue	30	24	45	n/a	40	40
Miami Lakes	60	60	60	n/a	40	40
101 (Route A)	30	n/a	n/a	n/a	30	30
102 (Route B)						
East of Harbor Drive	8	30	30	n/a	30	30
Cape Florida State Park	8	60	30	n/a	60	60
Mashta Drive	60	60	n/a	n/a	60	60
103 (Route C)	20	20	30	n/a	20	30
104	24	45	60	n/a	60	60
105 (Route E)	30	45	30	n/a	50	50
107 (Route G)	30	30	60	n/a	30	30
108 (Route H)	24	24	45	n/a	30	30
110 (Route J)	20	30	30	n/a	30	30
112 (Route L)						
Northside Station	12	12	15	60	15	20
Amtrak Station	24	24	60	n/a	sel	sel
Hialeah Station	24	24	20	n/a	30	40
113 (Route M)	45	60	60	n/a	60	60
115 (Mid-North Beach Connection CW)	45	45	n/a	n/a	60	60
117 (Mid-North Beach Connection CCW)	45	45	60	n/a	60	60
119 (Route S)	12	12	12	60	30	30
120 (Beach MAX)						
South of Collins Avenue/Haulover Park Entrance	12	12	30	n/a	15	30
Haulover Park Marina	24	24	n/a	n/a	30	n/a
Aventura Mall	24	24	30	n/a	30	30
123 (South Beach Local)	20	12	20	n/a	13	13
132 (Tri-Rail Doral Shuttle)	80	n/a	n/a	n/a	n/a	n/a
133 (Tri-Rail Airport Shuttle)	20	60	30	n/a	60	60
135						
East of LeJeune Road	30	30	30	n/a	60	60
Hialeah Station	60	60	60	n/a	60	60
Miami Lakes	60	60	60	n/a	n/a	n/a
136	50	n/a	n/a	n/a	n/a	n/a
137 (West Dade Connection)	30	45	60	n/a	40	45
150 (Miami Beach Airport Flyer)	30	30	30	n/a	30	30

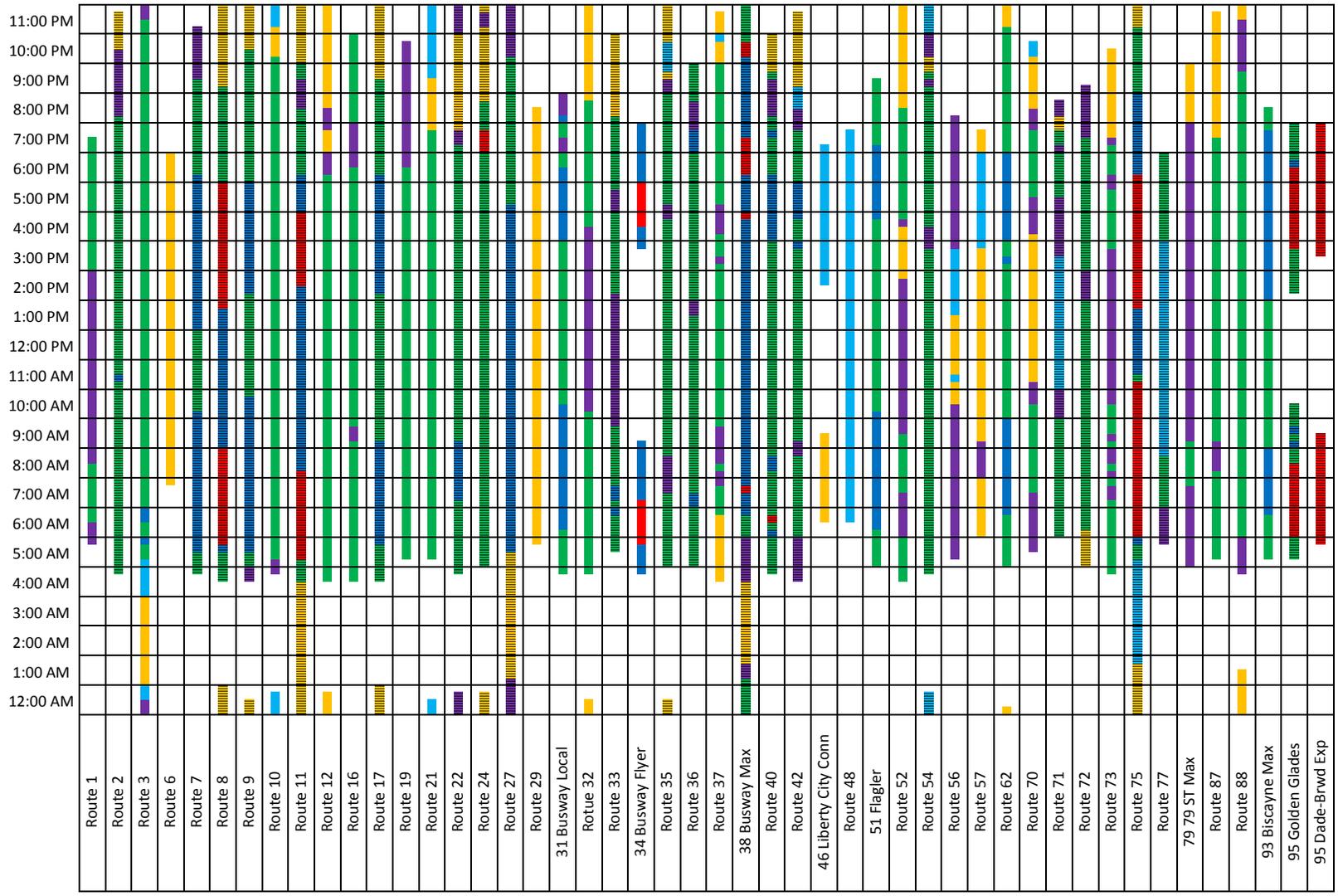
MDT METROBUS ROUTE HEADWAYS (December 2014 - continued)

ROUTE	PEAK (AM/PM)	OFF-PEAK (Midday)	EVENING (at 8 pm)	OVER NIGHT	SATURDAY	SUNDAY
BRANCHES						
183						
East of NW 57 Avenue	12	20	20	n/a	20	24
Miami Gardens Drive/NW 87 Avenue	24	40	40	n/a	40	48
195 (I-95 Dade-Broward Express)	15	n/a	n/a	n/a	n/a	n/a
200 (Cutler Bay Local)	50	50	n/a	n/a	50	n/a
202 (Little Haiti Connection)						
West of NW 5 Avenue	60	45	n/a	n/a	60	60
Biscayne Plaza	n/a	45	n/a	n/a	n/a	n/a
204 (Killian KAT)	8½	n/a	30	n/a	n/a	n/a
207 (Little Havana Connection CW)	15	20	n/a	n/a	20	20
208 (Little Havana Connection CCW)	15	20	n/a	n/a	20	20
211 (Overtown Circulator)	n/a	45	n/a	n/a	n/a	n/a
212 (Sweetwater Circulator)	n/a	30	n/a	n/a	n/a	n/a
238 (East-West Connection)	40	60	n/a	n/a	60	60
243 (Seaport Connection)	n/a	n/a	n/a	n/a	n/a	n/a
246 (Night Owl)	n/a	n/a	n/a	60	60ovn	60ovn
249 (Coconut Grove Circulator)	20	20	30	n/a	24	24
252 (Coral Reef MAX)						
East of SW 117 Avenue	30	50	60	n/a	60	60
Zoo Miami	30	50	n/a	n/a	60	60
Country Walk	30	50	60	n/a	60	60
SW 162 Avenue	30	n/a	n/a	n/a	60	60
254 (Brownsville Circulator)	n/a	30	n/a	n/a	n/a	n/a
267 (Ludlam Limited)	24	n/a	n/a	n/a	n/a	n/a
272 (Sunset KAT)	15	n/a	n/a	n/a	n/a	n/a
277 (7 Avenue MAX)	20	n/a	n/a	n/a	n/a	n/a
286 (North Pointe Circulator)	48	48	n/a	n/a	48	n/a
287 (Saga Bay MAX)	30	n/a	n/a	n/a	n/a	n/a
288 (Kendall Cruiser)	12	n/a	n/a	n/a	n/a	n/a
297 (27th Avenue Enhanced Bus)	15	30	n/a	n/a	n/a	n/a
344	60	60	n/a	n/a	n/a	n/a
500 (Midnight Owl)	n/a	n/a	n/a	60	60ovn	60ovn

Notes:

- 1) Gray shaded cells are branches to routes
- 2) n/a = no service available or not applicable
- 3) sel = selected trips only
- 4) ovn = overnight service only

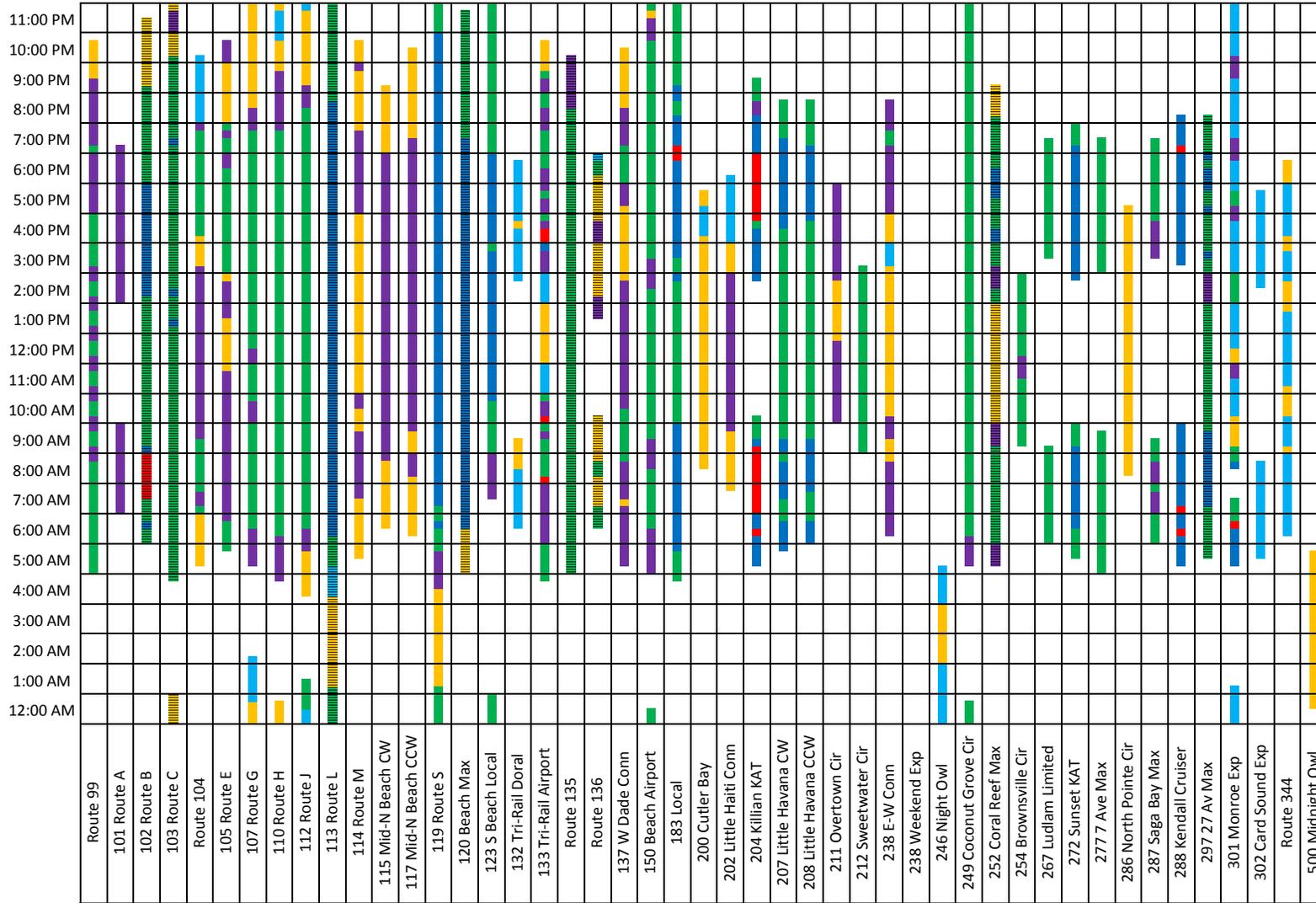
Weekday



Legend

- Frequent (<= 10 min)
- 15 min (11-15 min)
- 30 min (16-30 min)
- 45 min (31-45 min)
- Hourly (46-60 min)
- More than hour (60+ min)
- Route contains a "via" (some parts have less frequency)

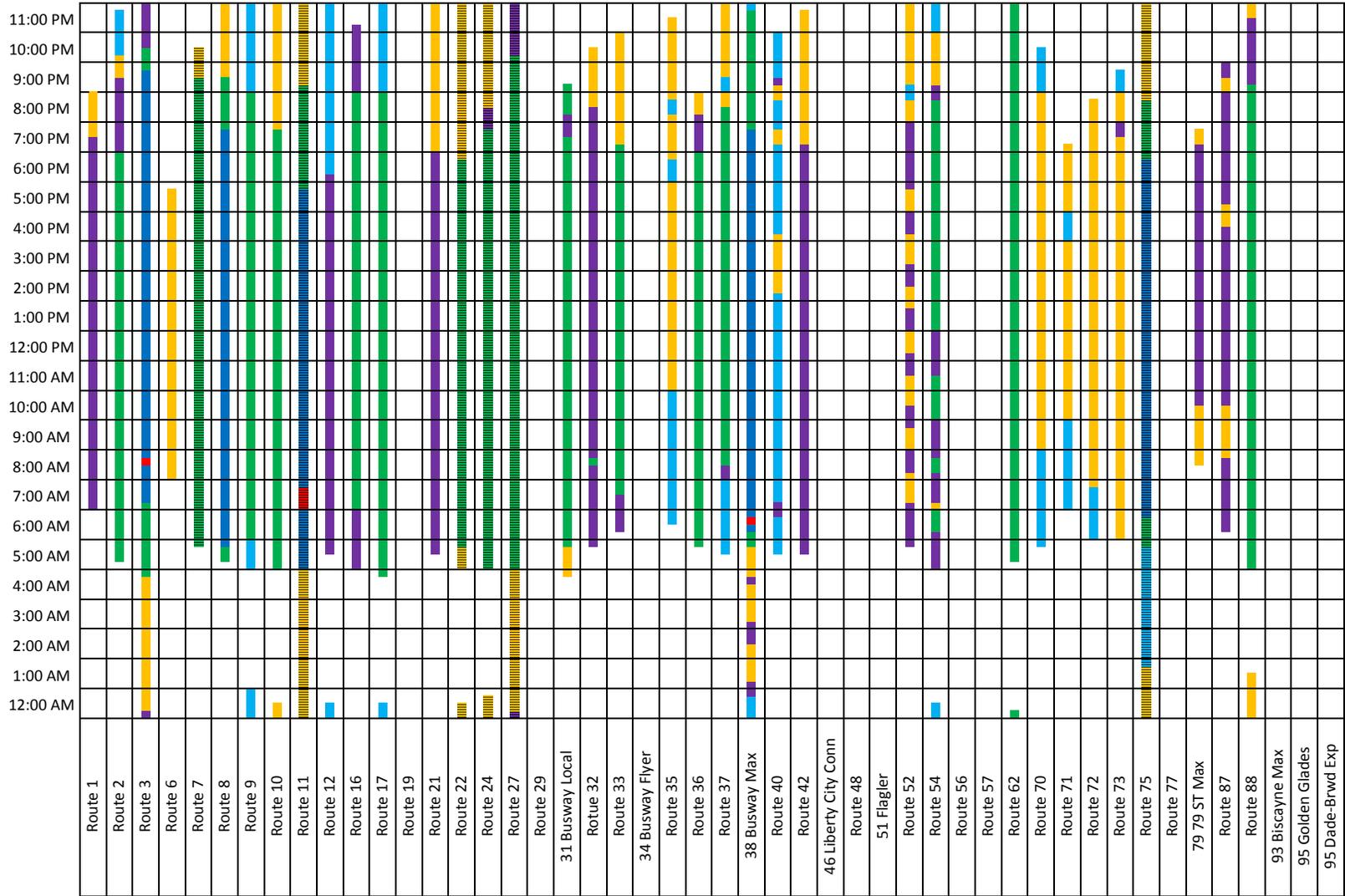
Weekday



Legend

- | | | | |
|----------------------|--------------------------|---|--------------------|
| Frequent (<= 10 min) | 15 min (11-15 min) | 30 min (16-30 min) | 45 min (31-45 min) |
| Hourly (46-60 min) | More than hour (60+ min) | Route contains a "via" (some parts have less frequency) | |

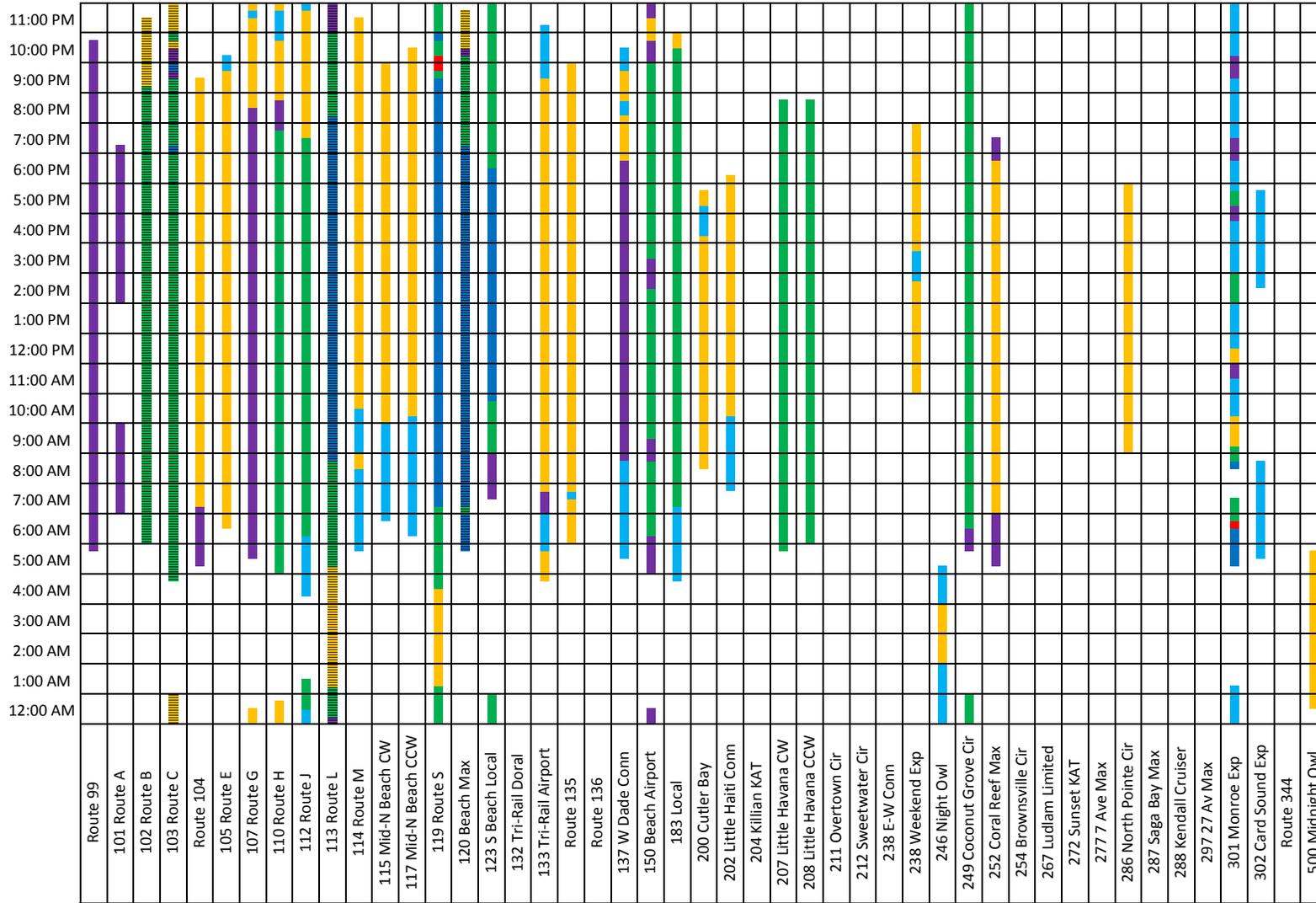
Saturday



Legend

- Frequent (<= 10 min)
- 15 min (11-15 min)
- 30 min (16-30 min)
- 45 min (31-45 min)
- Hourly (46-60 min)
- More than hour (60+ min)
- Route contains a "via" (some parts have less frequency)

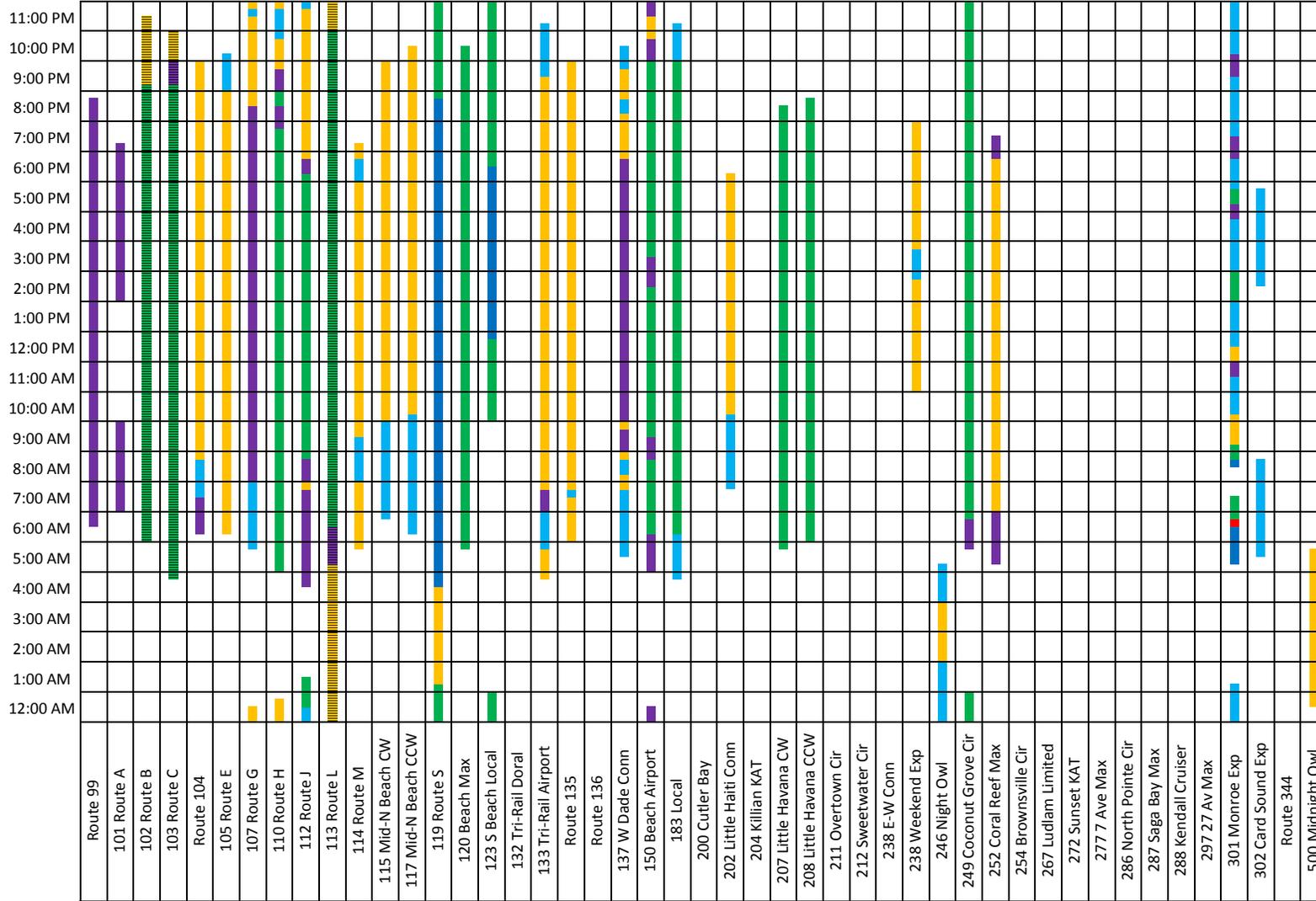
Saturday



Legend

- █ Frequent (<= 10 min)
 - █ 15 min (11-15 min)
 - █ 30 min (16-30 min)
 - █ 45 min (31-45 min)
-
- █ Hourly (46-60 min)
 - █ More than hour (60+ min)
 - ▨ Route contains a "via" (some parts have less frequency)

Sunday



Legend

-  Frequent (<= 10 min)
-  15 min (11-15 min)
-  30 min (16-30 min)
-  45 min (31-45 min)
-  Hourly (46-60 min)
-  More than hour (60+ min)
-  Route contains a "via" (some parts have less frequency)

A.3 MUNICIPAL TRANSIT SERVICES



Municipal Transit Services

Municipality	Service Operator	Website Address
Aventura	Contractor	http://www.cityofaventura.com/index.aspx?page=121
Bal Harbour Village	Contractor	http://www.balharbourgov.com/how-do-i/access-the-bal-harbour-express-bus
Bay Harbor Islands	Contractor	http://www.bayharborislands.org/content.aspx?id=29
Biscayne Park	N/A	
Coral Gables	Contractor	http://www.coralgables.com/index.aspx?page=325
Cutler Bay	Miami-Dade Transit	http://www.cutlerbay-fl.gov/communitynews.php
Doral	Contractor	http://www.cityofdoral.com/index.php?option=com_content&view=article&id=149&Itemid=339
El Portal	N/A	
Florida City	N/A	
Golden Beach	N/A	
Hialeah	Contractor	http://www.hialeahfl.gov/index.php?option=com_content&view=article&id=141&Itemid=409&lang=en
Hialeah Gardens	ILA with Hialeah	http://cityofhialeahgardens.com/cohq2/index.php?option=com_content&view=article&id=63&Itemid=1
Homestead	Contractor	http://www.cityofhomestead.com/index.aspx?nid=106
Indian Creek Village	N/A	
Key Biscayne	N/A	
Medley	Municipality	http://www.townofmedley.com/socialservices.php
Miami	Contractor	http://www.miamigov.com/trolley/
Miami Beach	Miami-Dade Transit and Contractor	http://www.miamibeachfl.gov/
Miami Gardens	Planned for 2015	http://www.miamigardens-fl.gov/
Miami Lakes	Contractor	http://miamilakes-fl.gov/index.php?option=com_content&view=article&id=65&Itemid=410
Miami Shores	Contractor	http://www.miamishoresvillage.com/miami-shores-village/shores-shuttle-information.html
Miami Springs	Contractor	http://www.miamisprings-fl.gov/community/ride-free-bee-shuttle
North Bay Village	Municipality	http://www.nbvillage.com/Pages/NorthBayFL_WebDocs/Minibus
North Miami	Contractor	http://www.northmiamifl.gov/Departments/publicworks/transportation.aspx
North Miami Beach	Municipality	http://www.citynmb.com/index.asp?Type=B_LIST&SEC={48AC2614-6884-4BA4-83C3-93754D756C11}
Opa Locka	South Florida Regional Transportation Authority (SERTA)	http://opalockafl.gov/index.aspx?nid=239
Palmetto Bay	Contractor	http://www.palmettobay-fl.gov/content/ibus-bus-circulator-service#Bus_Schedule_and_Route_Map
Pinecrest	Contractor	http://www.pinecrest-fl.gov/index.aspx?page=503
South Miami	N/A	
Sunny Isles Beach	Municipality	http://www.sibfl.net/main_transportation/
Surfside	Contractor	http://www.townofsurfsidefl.gov/Pages/SurfsideFL_Clerk/SurfsideFL_PDdocs/SurfsideFL_CompPlan/TransportationElement.pdf
Sweetwater	Municipality	http://cityofsweetwater.fl.gov/transit.html
Virginia Gardens	ILA with Miami Springs	http://www.virginiagardens-fl.gov/
West Miami	Municipality	http://www.cityofwestmiamifl.com/public-works-transportation.html

Note: ILA = Interlocal Agreement

Total 34 municipalities

Legend:

Existing municipal service	26
Future municipal service	1
No current or planned service	7

A.4 MDT10AHEAD OUTREACH ACTIVITIES



Civic Engagement Events



Event No.	Date	Name	Location	MDT staff attended	Commission District - Commissioner
1	1/22/2015	CITT Summit	Miami-Dade College Wolfson Campus - 300 NE 2 Ave	Bobbie Carmona, Jacqueline Carranza, Monica Cejas, Karla Damian, Julio Rey, Doug Robinson, Nilia Cartaya	5- Bruno A. Barreiro
2	2/21/2015	District 8 Open House	South-Dade Government Center - 10710 SW 211 Street	Nilia Cartaya, Dennis Wrinn, Jose Peres, Hugh Chen	8- Daniella Levine Cava
3	2/21/2015	Cutler Bay 10th Anniversary Founders' Day Celebration	Cutler Ridge Park - 10100 SW 200 Street	Dennis Wrinn	8- Daniella Levine Cava
4	2/23/2015	South Dade College/Career Fair	South Dade Senior High School- 28401 SW 167 Ave	Dennis Wrinn	8- Daniella Levine Cava
5	2/28/2015	Ludlam Trail Corridor Charrette	West Miami Middle School 7525 Coral Way	Jacqueline Carranza	6-Rebecca Sosa
6	3/6/2015	Bike to Work Day at Vizcaya Metrorail Station	Vizcaya Metrorail Station 3201 SW 1st Avenue	Nilia Cartaya	7-Xavier Suarez
7	3/9/2015	Ludlam Trail Corridor Charrette	South Miami Senior High School 6851 SW 53 Street	Monica Cejas	7-Xavier Suarez
8	3/14/2015	FIA Formula E Championship: Miami - E-Prix Racing	Downtown Miami	Bobbie Carmona	5-Bruno Barreiro
9	3/24/2015	Transit is Golden Safety Event	Four Freedom House 3800 Collins Avenue Miami Beach, FL 33140	Bobbie Carmona	5-Bruno Barreiro
10	4/9/2015	Stand Up 4 Transportation Event	Tri-Rail Miami Airport Station 3861 NW 21st Street, Miami, FL 33142	Nilia Cartaya, Jaqueline Carranza, Dunbar C.	6-Rebecca Sosa
11	4/10/2015	2015 Miami-Dade County Clean Air Campaign	Stephen P. Clark Center 111 NW 1st Street Miami, FL 33128	Nilia Cartaya, Jaqueline Carranza, Dunbar C.	5-Bruno Barreiro
12	4/29/2015	Complete Streets Forum	Miami-Dade College Wolfson Campus - 300 NE 2 Ave	Monica Cejas, Nilia Cartaya, Jaqueline Carranza, Dunbar C.	5-Bruno Barreiro
13	5/20/2015	Commissioner Bovo District Office Outreach	1490 West 68th Street, Suite 101 Hialeah, Florida 33014	MDT Paratransit Staff - Lynnette Chiverton	13- Esteban Bovo, Jr., Vice Chair
14	5/27/2015	Community on Disability Issues (CODI) monthly Board Meeting	Stephen P. Clark Center 111 NW 1st Street Miami, FL 33128	MDT Paratransit Staff - Lynnette Chiverton	5-Bruno Barreiro
15	5/27/2015	Center for Independent Living – David Jackson	6660 Biscayne Blvd. Miami, FL 33138	MDT Paratransit Staff - Lynnette Chiverton	3 - Audrey M. Edmonson
16	5/30/2015	County Club of Miami	6801 NW 186 St, Hialeah, FL 33015	MDT Paratransit Staff - Lynnette Chiverton	13- Esteban Bovo, Jr., Vice Chair
17	6/2/2015	STS Rider's Monthly Meeting	Overtown Transit Village 701 NW 1st Court, 1st Floor Training Room Miami, FL 33136	MDT Paratransit Staff - Lynnette Chiverton	3 - Audrey M. Edmonson
18	6/12/2015	Chairman Monestime Resource Fair	Miami-Dade North College 11380 NW 27th Ave, Miami, FL 33167	MDT Paratransit Staff - Lynnette Chiverton	2 - Jean Monestime, Chairman
19	6/24/2015	City of Hialeah Gardens Outreach Center	City of Hialeah Gardens Outreach Center 10003 NW 87TH Avenue Hialeah Gardens, Florida	MDT Paratransit Staff - Lynnette Chiverton	12 - Jose "Pepe" Diaz
20	7/9/2015	Miami Beach Council Tower	Miami Beach Council Tower 533 Collins Avenue Miami Beach, Florida	MDT Paratransit Staff - Lynnette Chiverton	5-Bruno Barreiro
21	7/14/2015	Coral Bay Terrace	Coral Bay Terrace 8160 SW 210 Street Cutler Bay, FL	MDT Paratransit Staff - Lynnette Chiverton	8- Daniella Levine Cava



Survey Brochure Distribution



Location No.	Date	Name	Location	Commission District - Commissioner
1	2/21/2015	District 8 Open House - Brochures left at Commissioner's Office	South-Dade Government Center - 10710 SW 211 Street	8- Daniella Levine Cava
2	2/21/2015	L.I.F.T. Senior Center	12480 SW 127 Avenue, Miami, FL 33186	9- Dennis Moss
3	4/9/2015	Tri-Rail Miami Airport Station	3861 NW 21st Street, Miami, FL 33142	6-Rebeca Sosa
4	4/10/2015	Golden Passport Office/Government Center Metrorail Station	111 NW 1st Street, Miami, FL 33128	5-Bruno Barreiro
5	4/24/2015	WOW Center	11450 S.W. 79th Street Miami FL 33173	10-Sen. Javier D. Souto
6	6/1/2015	Miami-Dade Transit Bus Routes	Various	Various
7	6/30/2015	Miami-Dade County Public Libraries	Various	Various



2015 MDT10Ahead Social Media Log



No.	Date	Name	Type of Social Media	Type of Feedback	Transit Mode	Issue/Topic	Specific Comments	Entity Responsible
1	10/2/2014	Ian Schreiber Altamirano	Facebook	Comment	Mover	Other	Nice I like it! I hope that you can try to create an extension to Miami Beach or to Wynwood. Tourists and locals would fill that up regularly. You guys could try to put more advertisements on/around the stations and Metromovers to help pay off some funds.	MDT10Ahead
2	10/2/2014	Ian Schreiber Altamirano	Facebook	Comment	Mover	Other	Also, I'm not sure if it would be possible but maybe you could add a tiny little Green Airplane onto the Government Station and Brickell logo and say (connect here to MIA) or just the plane and MIA. I think it would look very classy and help traffic flow smoothly.	MDT - Mover
3	4/10/2015	Wencesiao Fernandez, Jr.	Facebook	Comment	Other	Other	#Bring it #Masstransit	MDT10Ahead
4	4/10/2015	Amanda Drewniak	Facebook	Suggestion	Bus & Busway	Service & Vehicles	Buses that run on time. Less rude drivers. Drivers that know bus connections. Drivers that can tell you how to reach major areas. Better bus times. More buses so we don't squeeze in like sardines at rush hour.	MDT - Metrobus Operations
5	4/27/2015	Scott Weinberg	Facebook	Comment	Mover	Stops/Stations	Did you know 8th St. Brickell station is closed? Is still under construction going on? Here is the link:	MDT - Mover
6	4/27/2015	Scott Weinberg	Facebook	Comment	Trolley	Other	Hey Miami-Dade, did you know about trolleys in Miami Beach?	More than one
7	4/27/2015	Asiwaju Williams Olayemi Mim	Facebook	Comment	Other	Other	I need to get a student bus-pass for my niece, how can I get it?	More than one
8	7/21/2015	Amelia Diaz-Bencomo	Facebook	Complaint	Other	Stops/Stations	For those of you that don't know it, there are 24 blocks from my house to the dentist. Thanks Miami-Dade Transit for the excellent service not offered! Tax dollars where have you gone????	MDT - Metrobus Planning
9	7/22/2015	Scott Weinberg	Facebook	Comment	Heavy Rail	Other	I just read about future metrorail extension. They will have extended the metrorail to Kendall, US-1, Marlins Stadium, FIU, Kendall Corridor North & South, East-West Corridor Metrorail, and also Tri-Rail will extend to Dolphin Mall, Ives Dairy Rd. Station. Is Tri-Rail will have new Ives Dairy Rd. Station near I-95, am I correct?	MDT10Ahead
10	7/30/2015	Zarifa Muhammad El	Facebook	Complaint	Bus & Busway	Vehicles	Can't find the post or message links, 4 great smelling buses, thanks	MDT - Metrobus Operations
11	1/22/2015	Rogelio Madan	Twitter	Suggestion	Heavy Rail	Other	Use existing tracks and use MDT toll revenue to pay. See Ch. 348.0004(7), F.S.	MDT10Ahead
12	2/21/2015	Ellen Vollinger	Twitter	Comment	Other	Service	MT crew at @DLCAVA's county services fair this morning. Thanks, Commissioner!	MDT10Ahead
13	4/27/2015	MIA Smart Transport	Twitter	Suggestion	Bus & Busway	Service	Please prioritize getting the real time bus tracking system up!	MDT10Ahead
14	5/11/2015	MIA Smart Transport	Twitter	Suggestion	Bus & Busway	Stops/Stations	Fix the transfer mess in downtown Miami. Use the right lane of NW 1st in front of Govt. Center for ALL routes.	MDT - Metrobus Planning
15	6/10/2015	MIA Smart Transport	Twitter	Complaint	Other	Other	Where are the Easy Card machines on the Beach? Suggest: Aventura Mall, Collins & 71st, Lincoln Rd., and 5th & Alton.	MDT - EASY Card
16	6/15/2015	MIA Smart Transport	Twitter	Complaint	Bus & Heavy Rail	Service	Just got off the train at Govt. Center and want to get to Midtown? Yeah, that's going to be an adventure...we can do better!	MDT - Metrobus Planning
17	6/20/2015	MIA Smart Transport	Twitter	Complaint	Mover	Vehicles	Brickell City Centre, Miami Central, and World Center opening within 10 years, but no additional Metromover cars?	MDT - Mover
18	6/20/2015	MIA Smart Transport	Twitter	Suggestion	Other	Stops/Stations	Golden Glades Station needs bicycle and local bus access to surrounding community, not just more parking spots.	MDT10Ahead
19	6/27/2015	Leah Weston	Twitter	Complaint	Other	Other	"10 Ahead?" Hmm, more like "Look at all the old crap we have to fix."	MDT10Ahead
20	7/30/2015	MIA Smart Transport	Twitter	Suggestion	Bus & Busway	Service	Consider interlining Beach and Little Havana routes. S can become an 8 or 11 for example. One seat ride LH to SoBe.	MDT - Metrobus Planning

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No.	Date	Name	Email Address	Type of Feedback	Transit Mode	Issue/Topic	Specific Comments
1	8/5/2014	Ricardo Linares	linaresmail@yahoo.com	Suggestion	Heavy Rail	Service	Extend rail to Krome Ave, then go North and East though the 836 corridor connecting to Orange line at airport. Build Park-and-Ride at Krome Ave.
2	8/21/2014	Samuel Johnson	samueljopres@yahoo.com	Complaint	Mover	Vehicles	The recordings on the mover be blasting, as if someone is playing with the volume.
3	9/2/2014	John Gamble	gamblej53@gmail.com	Suggestion	Heavy Rail	Service & Vehicles	This draft is okay. You should look into extending Metrorail and Metromover.
4	9/4/2014	Cory Friedman	coryfriedman@yahoo.com	Complaint	Bus & Heavy Rail	Service & Vehicles	I don't understand. We need to extend Metrorail and Metromover. We have some serious transit issues in Miami.
5	9/4/2014	Maria Guerrero	IAC@miamidade.gov	Complaint	Bus & Heavy Rail	Parking	How can you possible have so many 252 bus stops and only one park and ride lot in the area. Its shameful.
6	9/4/2014	Rosie Weisburg	Rweisburg@med.miami.edu	Complaint	Other	Stops/Stations	There's not a single bus shelter between SW 137th Ave. and 117th St. We have to endure the sun and the rain, getting to work drenched in sweat and water.
7	9/8/2014	Hallett Stiles		Suggestion	Other	Service	The way to eliminate grid-lock in Miami-Dade County and to allow public transit to flow freely is to designate through streets as one-way streets.
8	9/10/2014	Leon Zhiveler	Leon@julierealty.net	Complaint	Bus & Heavy Rail	Service & Vehicles	This plan is laughable, its almost as if crafted by someone that never rode on transit.
9	9/10/2014	Manny Somano	msoman@miamidade.gov	Suggestion	Bus & Heavy Rail	Service & Vehicles	Some suggestions for Transit: 1) East-West rail system 2) North rail system 3) Extend Metromover to midtown and Miami beach. 4) dedicated bus express lanes on highways.
10	9/12/2014	Diana Martinez	kiddykat8675309@hotmail.com	Complaint	Heavy Rail	Stops/Stations	The Dadeland South Station has to many homeless people and it constantly smell of urine.
11	9/16/2014	Brandon Kerns	bkerns@rsmas.miami.edu	Suggestion	Heavy Rail	Stops/Stations	One relatively cheap, quick, and useful improvement that can be made at Government Center station is to put in some benches in the air-conditioned lobby area near the security guards, within sight of the real-time tracker screen.
12	9/17/2014	Joe Trohosi	joetrophoto@gmail.com	Complaint	Other	Other	The 10-Year Plan is truly awful. Miami-Dade needs real transit solutions. This 10-year plan is a joke.
13	9/19/2014	Marissa Nunez	marissa.nunez2001@mymdc.net	Suggestion	Other	Stops/Stations	Please consider putting the bus stops back into Serena Lakes area, it is causing a lot of people unneeded strife just to get to their destination.
14	9/20/2014	JJ Gilbert	namong2@gmail.com	Comment	Bus & Heavy Rail	Service & Vehicles	We need a major subway system like New York or Boston, which is highly efficient. Basically, folks cannot get to work on time at present conditions.
15	9/20/2014	Carl Rachelson	crachelson@palmertrinity.org	Complaint	Bus & Heavy Rail	Service & Vehicles	With all due respect everything about this plan is out of step with what is necessary and what will needed in order to keep Miami from sliding into a status of importance. This plan, frankly is a joke.
16	9/23/2014	Mark Gibbs	magmanaut3@yahoo.com	Complaint	Bus & Heavy Rail	Service & Vehicles	The plan laid out for Miami Dade's transit future is unacceptable. It shows a serious lack of knowledge, care, and vision regarding issue the county and state should already be in the process of resolving.
17	10/3/2014	JP Castro	lunamar1@hotmail.com	Complaint	Bus & Heavy Rail	Service & Vehicles	1) Please fumigate the buses seen roaches crawling on the walls. 2) Please notify the station if there's a delay on the train for we can be able to catch a connecting bus. 3) Develop a better way to get tickets at the stations. 4)Why isn't there any power outlets to charge phone. I see why instead of gaining passengers, you are losing the few you have.
18	10/14/2014	Steven Curl	curlsteven35@gmail.com	Complaint	Mover	Vehicles	Northbound mover #44 stops as if its hitting a immovable object as it approaches Riverwalk and 3rd Station. We are getting jerked around.
19	10/23/2014	Steven Curl	curlsteven35@gmail.com	Complaint	Mover	Vehicles	Speakers emitting buzzing sound non stop.
20	11/12/2014	Samuel Johnson	samueljopres@yahoo.com	Complaint	Mover	Vehicles	The recording on mover 59 states, "please stand clear of the doors...., even though there is no one in the way. At every stop this is repeated.
21	11/13/2014	Steven Curl	curlsteven35@gmail.com	Complaint	Mover	Vehicles	When the mover pulls into the River Walk Station going north bound it stops as if it has hit a wall. It does not come to a gradual stop.
22	11/24/2014	Joe Platnick	jplatnick@aol.com	Suggestion	Bus & Busway	Stops/Stations	The empty land south of NE 203 St, next to W. Dixie Highway, could be used as a six story building divided into two buildings, one q high school and the other as a parking area for "Park&Ride", with the roof as a play area for the school. At the second floor there would be an elevated crossover to a station platform for a station for the new train. The new train would be elevated at the NE 186 St. street crossing which is always traffic congested.
23	12/5/2014	Chris Nixon	nixon.chris69@gmail.com	Complaint	Mover	Vehicles	When the mover is at Wilkie D. Ferguson, Park West, Freedom Tower, and approaching College North, stations the volume level is raised to the max from its normal level. Excruciatingly loud.
24	12/6/2014	Chris Nixon	nixon.chris69@gmail.com	Complaint	Mover	Service	Only two(1) mover car at a time on the outer loops come into the stations. And yet two(2) cars at a time pull into the inner loop stations. I suggest that it be the other way around. The outer loop movers bring people into the downtown area. When there are events at the A. A. Arena or Bayfront Park the outer loop stations, as well as the cars, fill up to the point that people have to wait for another car; this is a problem during rush hour as well. I for one rode a car from Riverwalk Station to Financial District Station so that I could get on a car and go to the Arena. If I had not done that it would have been difficult to get on a northbound car in a reasonable period of time and not be late. Many people chose to do what I did. That should not be happening. The inner loops movers move those people, who get into town, around in a circle. I see a danger in the crowding on the platform. I.e. a person falling onto the tracks or an altercation over trying to get on a car. Tempers flair when one might be late for an event that one paid dearly for. Please make the outer loop movers passenger friendly and have two(2) cars at a time pull into the stations. Remember the mover's slogan, "delivering excellence everyday". Please live up to that slogan. Start off the new year
25	12/22/2014	Steven Curl	curlsteven35@gmail.com	Complaint	Mover	Vehicles	Volume on Mover 60: The recording will go from an acceptable level to blasting. The level that it goes to is deafening.
26	12/30/2014	Steven Curl	curlsteven35@gmail.com	Complaint	Mover	Vehicles	Complaint Reported a 2nd Time: Still not corrected: Volume on Mover 60: The recording will go from an acceptable level to blasting. The level that it goes to is deafening.
27	12/30/2014	Steven Curl	curlsteven35@gmail.com	Complaint	Mover	Vehicles	Announcer said we can transfer to loop as we arrived at 3rd street station
28	1/12/2015	Samuel Johnson	samueljopres@yahoo.com	Complaint	Trolley	Service	On Sat, the 10th at approximately 5:15 the driver did not stop at the corner of nw 20th st & 13th av even though I had pulled the stop cord, the buzzer sounded, the stop request light came on, and there were people at the trolley stop waiting for a trolley. The driver did stop at subsequent stops. Why did he not stop and drop me off and pick up the people in wait? The trolley was far from full and no excuse not to stop and let me disembark.
29	1/15/2015	Chris Nixon	nixon.chris69@gmail.com	Complaint	Trolley	Service & Vehicles	Trolleys 2024 & 2010: The air conditioners blowing hot air. The drivers refused to turn on a/c or confirm my concerns. Why NO a/c? It's 74° out.
30	1/16/2015	Samuel Johnson	samueljopres@yahoo.com	Complaint	Mover	Vehicles	Mover 58 announcement says that we can the inner loop at 3rd street station which we cannot and also, the mover slams to a stop as comes into 3rd st.
31	1/17/2015	Chris Nixon	nixon.chris69@gmail.com	Complaint	Mover	Service & Vehicles	#57 comes to a sudden, as if it hit an immovable object and also, even though there is no one in the way of the doors the recording still says, "please stand clear of the doors. The train is being delayed". This also occurs on mover car 58. When the #58 mover approaches the announcer says, "now approaching 3rd st station. Transfer here for loop...etc.....The inner loop does not go to 3rd street station. Also there is a major problem with the announcing on mover 60. The announcement suddenly goes from an acceptable level to an ear splitting loudness. This has been reported numerous times and the problem still exists Please correct the above problems.

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32	2/13/2015	Chris Nixon	nixon.chris69@gmail.com	Complaint	Mover	Vehicles	The mover car recordings are calling 3rd st station at 10th street station.
33	1/28/2015	Anthony Paul	jpaul122052@gmail.com	Complaint	Bus & Busway	Service & Vehicles	Buses need to be cleaned everyday. Buses have cockroaches.
34	3/4/2015	Samuel Johnson	samueljopres@yahoo.com	Complaint	Mover	Service & Vehicles	The announcer on the #36 car says that passengers may transfer to the inner loop at 3rd street station. That is not correct.
35	3/4/2015	Samuel Johnson	samueljopres@yahoo.com	Complaint	Mover	Vehicles	As the northbound cars come into Riverwalk Station they come to a slamming stop, not a slow stop. This jolts the passengers back in forth.
36	2/7/2015	Chris Nixon	nixon.chris69@gmail.com	Complaint	Mover	Vehicles	Movers #48, 39, 57 & 36 come to a sudden stop when pulling into the Northside of Riverwalk Station. It is as if they hit an immovable object without warning. Mover 36 announces as the mover approaches 3rd st station and upon arrival that passengers may transfer there to "Loop". That is wrong.
37	2/14/2015	Chris Nixon	nixon.chris69@gmail.com	Complaint	Mover	Vehicles	Northbound movers approaching Riverwalk Station; 36, 39, 47, 50 56, & 57 come to a jolting stop, not a slow stop. It is as if we have crashed into something. As the movers approach and after they have arrived at the 3rd Street Station the recording says it is 10th Street Station not 3rd Street Station. Since the mover system was shut down for repairs several weeks ago the operation of the system has deteriorated to the point that everyday the movers have been stopping for prolonged periods of time. Is the system about to crash?
38	3/13/2015	Chris Nixon	nixon.chris69@gmail.com	Complaint	Mover	Vehicles	The mover cars are jerking back and forth as they come to a stop. This is happening on all loops. As the northbound cars pull into Riverwalk station come to a slamming stop.
39	3/13/2015	Paul Chance		Suggestion	Busway	Service	There is no connection to the busway on the Westside of US-1. There is residency to the west of the busway and those citizens have to walk a great way to get to the busway. They are requesting to see some type of resolution to this transportation issue.
40	2/18/2015	Eleanor Quigley	quigley2006@bellsouth.net	Suggestion	Light Rail	Service	I believe that in order for the Metrorail to be useful or beneficiary, it must make a complete circle on the outskirts of our Dade County: Dadeland, Coral Gables, Downtown, Airport (Intermodal Center), Doral, Dolphin Mall, FIU (Tiger Grant), West Kendall, Tamiami Airport?, Zoo? Richmond Heights, Turnpike, Kendall.
41	9/7/2014	Eleanor Quigley	quigley2006@bellsouth.net	Suggestion	Other	Service	Instead of another highway to relieve traffic in the Kendall West area, we need to consider improving and encouraging the masses to use "public transportation" options as alternative to siting in traffic. Since we do not have a Subway System like New York, we are suggesting Express Bus Lanes / Emergency Vehicle only lanes, similar to those found along US1 which connect to the Dadeland Metro Rail Station (This is a good alternative for extension of the Metrorail system since the Metrorail extensions would be too costly).
42	9/7/2014	Eleanor Quigley	quigley2006@bellsouth.net	Suggestion	Busway	Service	All public transportation options need to work together if it is going to be a benefit for anyone to use. Travel "Time" is the biggest challenge, and a major part of the consideration to use it.
43	9/7/2014	Eleanor Quigley	quigley2006@bellsouth.net	Suggestion	Other	Service	We feel it is redundant to put a "Highway" parallel to Chrome Avenue, which is already plans for expansion into a 4 lane Road with medians. Most importantly, we are concerned about the effects to our natural resources in the Everglades, and want to have the smallest impact possible.
44	9/7/2014	Eleanor Quigley	quigley2006@bellsouth.net	Suggestion	Other	Service	Consider the limited number of Park and Rides in opposite direction of traffic.
45	9/7/2014	Eleanor Quigley	quigley2006@bellsouth.net	Suggestion	Busway	Service	Mass Transit "Express Buses" should only stop at "Park and Rides" for passengers paying for an "express service" to other modes of transportation during rush hours. And only Stop to pick up passengers at these locations, to insure efficiency/time.
46	9/7/2014	Eleanor Quigley	quigley2006@bellsouth.net	Suggestion	Other	Service	All modes of transportation need to connect to the Inner-Moggle Station located at the airport, which has access to Metro Rail, Train Station, taxis, rental cars, airport and regular bus services.
47	9/7/2014	Eleanor Quigley	quigley2006@bellsouth.net	Suggestion	Busway	Service	Mass Transit has to keep moving! Perhaps where these bus lanes cross an intersection, the can be bridged over the crossing roads, so that they do not have to stop.
48	4/13/2015	Hugo Benitez		Suggestion	Other	Stops/Stations	Transit needs bike storage and better bike security in stations. Over the course of six months, I had two bikes stolen, in broad daylight, from Dadeland North station. The guards I have spoken to basically say that it is a problem not within their control. Storage units that used to exist have been removed, and other experimental ones (like in University) have never been placed in service.
49	4/7/2015	Hilda Delnodos		Suggestion	Bus & Busway	Service	Lack of bus service in the area of Ludlam Trail. Bus Route 52 has been removed from servicing the area and there is a lot of elderly and rentals that are in place and coming up as part of the DKUCD
50	5/14/2015	Elizabeth Portella	eporte@miamidade.gov	Suggestion	Heavy Rail	Service	Would it be possible expanding Metrorail over the canals that are in the main roads in the city?
51	4/20/2015	Chris Smith	cnixon39@yahoo.com	Complaint	Mover	Vehicles	Mover 54 does not come to a slow stop but jerks back and forth as it approached Riverwalk as it is going north.
52	3/4/2015	Samuel Johnson	samueljopres@yahoo.com	Complaint	Mover	Vehicles	As the northbound cars come into Riverwalk Station they come to a slamming stop, not a slow stop. This jolts the passengers back in forth.
53	4/13/2015	Chris Nixon	nixon.chris69@gmail.com	Suggestion	Mover	Other	The announcer of 47 tells us that we may transfer to inner loop at 3rd St Station to go to Arena Station. There is no Arena Station and we cannot transfer to an inner loop at 3rd st. station. There is no mention of Ferguson Station. The suggestion is to add Arena to the name of the Freedom Tower Station. It could read, Arena/Freedom Tower Station. The Arena is a big source of tax revenue and the ancillary benefit is business for our local businesses. There is no mention of it in the announcements nor on the maps
54	4/13/2015	Chris Nixon	nixon.chris69@gmail.com	Complaint	Mover	Vehicles	Movers 59 & 47 jerk back and forth jack and forth, etc., as they approach the stations
55	4/15/2015	Chris Smith	cnixon39@yahoo.com	Complaint	Mover	Vehicles	The 53, 45, & 44 movers are not stopping at once but stopping & going, stopping & going, etc., and #53 announcement tells us to stand clear of the door. The train is being delayed. There were only 2 of us on the mover and neither one of us were near the door.
56	5/18/2015	Mike Arias	MEMArias@aol.com	Suggestion	Bus & Heavy Rail	Service	1) Create pick up and drop off areas away from the travel lanes of the roadway at Bird Road at SW 118th Ave and at SW 8th Street (eastbound) at SW 76th Street. 2) The bus benches that have not canopy get very hot and become useless for the riders. 3) Additional bus shelters with canopy are necessary through Miami Dade. 4) Properly safeguard bus riders at the bus stops from errant vehicles by installing a safety barrier in front of the bus benches. 5) higher capacity vehicles needed at peak hours. 6) estimated arrival times at the stops should be provided as many of the riders do not have the technology (expensive cellphones). 7)Synchronize the north/south bus routes with the east/west routes. 8) Restoring transfer options. 9) installing transit signal exempt controls for all transit buses. 10) Extend operating hours on Friday and Saturday. 11) for the proposed service on the shoulders of the expressways, please considered the Safety Hazards giving that vehicles will have to stop and change onto the travel lanes due to disable vehicles on the shoulder. 12)Extend the people mover over the Port of Miami to serve all tourists and employees. 13) provide overhead light rail over the median along Kendall Drive. 13) provide high capacity vehicle service along
57	4/15/2015	Gonzalez, Belkis E		Suggestion	Bus & Busway	Service	The time lapse between bus connections is too short to from 252 coral reef drive to 137 West Dade Connection. I usually miss it because by the time I get off from one and cross the street the other one is gone.
58	4/13/2015	Chris Nixon	nixon.chris69@gmail.com	Comment	Trolley	Service	The driver on trolleys 2009 on Sat. at 3:30 and 2012 on Sun. 8:30pm, happens to be the same driver, is very good. He is friendly and a good driver. He greets everyone who boards with a big smile. Kudos to him. There are others who should follow his example
59	4/13/2015	Chris Nixon	nixon.chris69@gmail.com	Complaint	Trolley	Other	The driver of 2007 on Sun. at 12:22 was playing a religious station. I believe this to be in violation of the Separation of Church and State clause of the U. S. Constitution since the trolleys are funded by tax revenue and are under the auspices of the local government. Please correct this violation. She, the driver, is not the only one who is doing this.
60	4/16/2015	Chris Smith	cnixon39@yahoo.com	Complaint	Mover	Vehicles	Mover # 52 does not come to a slow stop but stops several times before it stops

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61	2/18/2015	Eleonor Quigley	quigley2006@bellsouth.net	Suggestion	Heavy Rail	Service	In order for Metrorail to be useful and beneficial, it must make a complete circle on the outskirts of our Dade Count: Dadeland, Coral Gables, Downtown, Airport (Intermodal Center), Doral, Dolphin Mall, FIU, West Kendall, Tamiami Airport Zoo, Richmond Heights, Turnpike and Dadeland.
62	9/7/2014	Eleonor Quigley	quigley2006@bellsouth.net	Suggestion	Bus & Heavy Rail	Service	We are suggesting express bus lanes like the ones on US 1, for example along Krome, instead of the highway that it is being planned. The express buses should serve park and ride lots and connect to Metrorail and Inter-mobile at the Airport. The following locations are suggested for park and ride lots: SW 157th Avenue AT SW 42nd Street, SW 8th Street at SW 147th Avenue, SW 167th Avenue at Kendall Drive, SW 162nd Avenue south of SW 112th Street, SW 136th Street at SW 152nd Avenue, SW 136th Street at SW 127th Avenue, Heft and Sr 874 and SW 117 Avenue.
63	5/26/2015	Steven Curl	curlsteven35@gmail.com	Complaint	Mover	Vehicles	Movers 35, 36, & 50 do not come to a slow stop when approaching Riverwalk Station. They suddenly stop as if they hit a wall causing us, the passengers, to be jolted back and forth. This has been a problem for quite sometime and I have repeatedly reported it, to no avail. Also, the announcement on #50 says we may transfer to the Loop at 3rd St. Station, not so. It also says the mover goes to Arena/State Plaza, which doesn't exist, no mention of Wilkie D. Ferguson Station.
64	5/27/2015	Alice Arquelles	arquelles@rumberger.com	Suggestion	Bus & Heavy Rail	Service & Vehicles	1) I miss the digital message bar you had on each train. The speakers are not always in good working order and/or the diver is not always easy to understand so the message bar was a good back up to keeping the riders informed as to the next stop and as to the elevators situation. The noting of the time was a very good plus. 2)I find there is a lack of security presence. 3) due to the lack of security presence the "No Radio/Music" played out loud is not enforced. 4) it seems to be "hit or miss" or the mood of the Guards (at least between the 3 stations I use) as to weather they help the riders with purchasing a ticket at the machines to help speed the process.
65	5/29/2015	Curl Steven	curlsteven35@gmail.com	Complaint	Trolley	Vehicles	The air conditioner on trolley 2011 was blowing warm air on Sunday, May 17, 2015. Driver was great! You need more like her and Travis, he drives the Coral Way trolley.
66	6/4/2015	Samuel Johnson	samueljopres@yahoo.com	Complaint	Mover	Service	Everyday there are delays with the mover system. This is all day not just one time during the day. The problem is attributed to "operational difficulties". Several months ago the system was shut down for 2 days for "repairs". The system is worse off for it. Please discontinue the mover and bring in the buses. The buses are more reliable and so is driving a car.
67	6/17/2015	David Kupferberg	dkupf@yahoo.com	Suggestion	Bus & Busway	Service	- The scheduling time periods for late night should be 9:00 pm - 1:00 am, and for overnight should be 1:00am - 5:00am. - the "Average Maximum Loading Standard by Time Period for Bus" for the Headway category, for the Maximum Load Point (MLP) for 1-15 minutes should be changed from 160% to 150%. - I also think that no one, regardless of service type, be it local, express, rail, or mover, should have to stand during the off peak. - for the off-peak service, my major pet peeve is the 60-minute headway standard. - I think that overnight service coverage is poor. First, overnight service should be restored on two routes that had it eliminated in 2008: the 77 and J. Route 27 should also have 24-hour service due to its high ridership. - When it comes to overnight service look no further than NYC. After all, it has the most robust overnight service network in the country. -In order to talk about how MTA New York City Transit (NYCT) operates overnight bus service, I must first mention how it determines the "level of service" and "span of service". These are solely based on load at the maximum load point (MLP). For non-express bus routes, the level of service required for the overnight period, clockface, at the MLP: At least 5 pax/hour, but less than 10 pax/hour: 1 trip/hour; At least 10 pax/hour, but less than 20 pax/hour: 1.5 trips/hour; At least 20 pax/hour, but less than 100% seated load: 2 trips/hour. The span of service is based on ridership minimums, clockface, at the MLP: Weekday Peak: 20 pax/half-hour @ 1 trip/half-hour; Base: 20 pax/hour @ 2 trips/hour; Late-Night: 5 pax/hour @ 1 trip/hour. (Should service be eliminated during any one overnight period, the weekday peak and off-peak minimums determine the span of service.) -Based on what I stated above, I think that the "Maximum Metrobus Headway (minutes)" should be changed, for all bus routes at all timepoints en route, to 30 minutes, except overnight, when it would be 60 minutes. (If a route can't make these minimums, it's not worth operating the service.) Note that the only routes that could exceed the 30-minute headway would be routes that
68	6/15/2015	Alain Ferro	alferro@yahoo.com	Suggestion	Other	Other	a traffic signal be installed at the intersection of NW 57 Ave and 191 st Street. This is a very dangerous intersection where there are a high number of accidents every year.
69	6/16/2015	Retha M. Nelson	rmnelson@mdpd.com	Complaint	Bus & Busway	Service & Vehicles	<ul style="list-style-type: none"> • THE 32 IS NEVER ON TIME IN THE AFTERNOON GOING SOUTHBOUND. • WORKING IN DORAL THE 238 IN THE AFTERNOON IS HORRIBLE YOU NEVER KNOW WHEN IT'S COMING OR IF IT'S GOING TO COME TRAVELING EASTBOUND. • PERHAPS THERE SHOULD BE AN ALTERNATE BUS ON 25TH STREET BESIDE THE 238 LIKE A FEW YEARS BACK THE 87 USE TO TRAVEL ON 25TH STREET. • AND ALSO HOW COME THE 87 NORTHBOUND DOESN'T TRAVEL TO THE PALMETTO STATION ON THE WEEKEND. THERE ARE A LOT OF PEOPLE WORKING ON THE WEEKENDS IN DORAL AND OR SHOPPING. • WHEN IS THE COUNTY GOING TO GET NEW BUSES. THE PROBLEM A LOT OF US PASSENGERS HAVE ARE THE BUSES BREAKING DOWN • I NOTICE THAT A LOT OF THE BUSES HAVE ROACHES AND FALLING APART. THIS IS VERY BAD.
70	7/1/2015	Samuel Johnson	samueljopres@yahoo.com	Complaint	Mover	Vehicles	No a. c. on mover 37 today

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No.	Date	Name	Email Address	Type of Feedback	Transit Mode	Issue/Topic	Specific Comments
71	6/29/2015	John Gamble	gamblej53@gmail.com	Suggestion	Bus & Busway	Service & Vehicles	<ul style="list-style-type: none"> When it comes to regional routes like the new Dade Broward Express routes they should use Commuter Coach buses like the one that is used on the route 34 those buses in particular are built for regional routes like that. An articulated bus should be put to use on crowded routes in the system. Expand into Broward County with the creation of Local and Express routes. Also come up with a plan to repair/overhaul buses when they reach 6yrs of service. The reason why is because you guys will save a lot of money when it comes to replacing parts on the buses and it also allows you to run those buses longer in service especially when its time to gather up a large amount of funds to replace those buses. Add Cameras to the Park N Ride lots, The Busway, Electric Charging Stations at the parking garages located at the Metrorail Stations at times you will see a bus that's either broken down on the side of the road or the bus leaking with water when it rains. Metrobus is the Backbone of Miami-Dade Transit since we have limited rail thus allowing the buses to pick up the Slack agencies like King County Metro, LA Metro, WMATA, Dallas Dart Houston Metro have a somewhat limited rail but a great Maintenance Plan to keep their buses running like new. if there is a roadblock advocate for more funding through our so called state representatives and Miami Dade County Mayor/ Commissioners they are elected by us therefore you guys at MDT should put them to work by adding more funds instead of cutting away from Transit.
72	7/27/2015	Velazquez, Carlos		Suggestion	Bus & Heavy Rail	Service	STOP with fast lanes already. There is enough traffic without eliminating 2 lanes for the elite. Make 1 lane carpool and Buses only like before. WE NEED A METRO RAIL LINE GOING EAST TO WEST next to Dolphin xpsway and COMPLETE LINE FROM HIALEAH TO KENDALL. DO NOT BE AFRAID TO ASK PUBLIC, THIS WOULD BE FOR FUTURE, people didn't want metro rail in 80's and its vital to our mass transit now. Somebody must put politics/re-election aside and do the right thing for county residents 20 years from now. Forget everything else TRAIN, TRAIN, TRAIN. WE MUST MAKE METRO RAIL THE CENTERPIECE OF ALL TRANSIT OPERATIONS. THANK YOU
73	7/27/2015	Terence Hill		Complaint	Bus & Heavy Rail	Other	To whom it may concern there is a BIG issue at the Golden Glades exchange Bus area. The problem is there is only one machine to purchase tickets when you have 95 express,95 Brickell,95 civic center,277 and a few more Buses that comes to that location. There is A LOT of traffic at this location just to have one machine. At times this machine is not accepting any cash, sometimes this machine is broken what are we to do in these cases. We need at least 3 to 4 machines at this location which is very busy. At train stations you always have 4 why can't this area have more than just one. Can someone please look into this for me. If you need complaints I can go out and have everyone out in the morning and evening sign a form stating we need more machines. Can you please email me back with an answer. THANK YOU
74	7/31/2015	Brandon Kerns	bkerns@rsmas.miami.edu	Suggestion	Bus & Busway	Service	<p>You have to adjust bus schedules to reflect the level of service you can CONSISTENTLY provide, given the reality of traffic congestion and the need to have backup buses. Breakdowns are inevitable when 70% of the bus fleet is too old, but you can plan around that by having some backup buses on standby at transit hubs, for example, in downtown Miami.</p> <p>For example, Route B has consistently poor service between around 5:30-7 pm, in large part due to traffic in Brickell. Instead of waiting for the next bus to arrive at Brickell station, have one on standby which can leave at the scheduled time. That way delays do not build throughout the afternoon and evening, and bus bunching is less likely. Even if it has to be a less frequent schedule on paper, if it were more reliable, it would actually be better.</p>
75	7/31/2015	Brandon Kerns	bkerns@rsmas.miami.edu	Suggestion	Bus & Busway	Service	The closest the 10-year plan comes to implementing Bus Rapid Transit is so-called "enhanced bus." These buses may have faster boarding and have priority at some traffic lights, but THEY WILL STILL GET STUCK IN TRAFFIC! PEOPLE WILL NOT LEAVE THEIR CARS BEHIND TO RIDE A BUS THAT GETS STUCK IN TRAFFIC! The only way for buses to be effective in our level of traffic congestion is to run them in DEDICATED BUS LANES. Taxis, tour buses, emergency vehicles, and official government vehicles can also make use of these lanes. In particular, taxis would not have to block the right lane of ordinary traffic to make pickups and drop-offs. Emergency vehicles still need to get around when traffic is backed up, and a dedicated lane could literally be a lifesaver in that case. So make the case to the County and MPO. Your 10-year goal should be to have ALL long-haul routes running in bus lanes, not just a few lines running "enhanced" buses.
76	7/31/2015	Brandon Kerns	bkerns@rsmas.miami.edu	Suggestion	Bus & Busway	Service	Please consider interlining bus routes which have many people who transfer between them. For example, inbound S/120 becomes outbound 8/11, and vice versa. This is especially needed at night and on weekends when the routes are not running as frequently, and people wait long to transfer. People often have to sprint between buses or face a long wait up to an hour in a desolate part of downtown Miami.
77	7/28/2015	Geneva Wallen,		Suggestion	Heavy Rail	Service	We are in need of metrorail services in the northern area of Miami-Dade County. There are numerous employees and county residents that resides in the northern area of Miami-Dade County who commute daily to various areas of Miami-Dade County that can benefit from this service.
78	7/27/2015	Awilda Nunez	awilda@miamidade.gov	Suggestion	Bus & Heavy Rail	Service	<ol style="list-style-type: none"> There is one express bus so close to me by Perry Airport that only goes by Jackson Hospital and not downtown. So, I drive to Miramar Blvd and take the Ansin Bus. It would be super if the Perry Airport bus route could be extended to downtown. I know it is an express bus but not sure of its name. It would also be so convenient if the metrorail trains going north could be extended to the county line road (215 Street). This would alleviate I-95 expressway tremendously.
79	7/30/2015	Marisa Gideon-Gerard		Suggestion	Other	Other	Use a different color card for county employees as well as discount fare for bus/rail just like the elderly bus pass. Special discounts for single mothers that are county employees as well as employees with children riding bus/rail.
80	7/27/2015	Giraldo Canales	gcanales@hfi.miami.com	Suggestion	Heavy Rail	Service	<p>MDT should focus more on the east/west corridor on the Metrorail. This would increase accessibility to the Metrorail to a significant number of the County's population who's current trip from the west just to get to a station on US1 is unrealistic. My belief is that currently the rail is only accessible to those on the east part of the county. Also, A lot was spent to extend the bus way down further south. If that effort was focused more on making the train go further south.</p> <p>My opinion is the current system services a select few, does not cut down on the need to use your vehicles for those west and just to use the rail involves a complicated systems of transfers from buses, cars, taxi's etc just to get to a train to ride it for 5 miles or more on a 20 mile or more trip????</p>
81	7/30/2015	Melissa Moreno		Suggestion	Heavy Rail	Service	If you could please extend the Metrorail to the South including Florida City. We are a family and no one should be left behind.

CDP Outreach Activities for Calendar Year 2014

January

- 1 New County Employee Orientation class presentation
- 8 outreach events
- 7 meetings with clients
- 1 new account sold

February

- 2 New County Employee Orientation class presentations
- 9 outreach events
- 5 meetings with clients
- 1 new account sold

March

- 1 New County Employee Orientation class presentation
- 15 outreach events
- 4 meetings with clients

April

- 1 New County Employee Orientation class presentation
- 12 outreach events
- 6 meetings with clients
- 2 new accounts sold

May

- 1 New County Employee Orientation class presentation
- 7 outreach events
- 4 meetings with clients
- 9 cold calls (Miami Beach area – hotels)

June

- 2 New County Employee Orientation class presentations
- 11 outreach events
- 6 meetings with clients
- 2 new accounts sold

July

- 2 New County Employee Orientation class presentations
- 7 outreach events
- 4 meetings with clients
- 2 new accounts sold
- MDT10Ahead Email blast to 200+ Corporate Discount Program Partner Companies

August

- 2 New County Employee Orientation class presentations
- 12 outreach events
- 6 meetings with clients
- 5 cold calls (Brickell Area)
- 2 new accounts sold

September

- 2 New County Employee Orientation class presentations
- 17 outreach events
- 6 meetings with clients
- 2 new accounts sold

October

- 1 New County Employee Orientation class presentation
- 19 outreach events
- 4 meetings with clients
- 2 new accounts sold

November

- 2 New County Employee Orientation class presentations
- 15 outreach events
- 6 meetings with clients
- 2 new accounts sold

December

- 1 New County Employee Orientation class presentation
- 3 outreach events
- 2 meetings with clients

Recap – 2014 CDP Outreach Activities

New County Employee Orientation class presentations	18
Outreach events	135
Client meetings	60
Cold calls	14
New accounts sold	16

2014 Golden Passport Outreach Events

Date	Hours	Location	Address	Staff Assigned
1/16/2014	10:00 - 2:00	Comm. Sosa District	5200 SW 8 St.	Yolanda Guillen
1/29/2014	9:00 - 2:00	Key Biscayne Comm. Center	10 Village Way-88	Yolanda Guillen
2/5/2014	10:00 - Noon	Hialeah District Office	1490 W 68 St	Yolanda Guillen
2/12/2014	10:00 - 1:00	City of Sweetwater	10600 SW 4 St	Yolanda Guillen
2/28/2014	11:00 - 2:00	Betty Ferguson Recreational	3300 NW 199 St	Yolanda Guillen
3/3/2014	10:00 - 2:00	Joseph Caleb Center	2200 NW 54 St	Yolanda Guillen
3/7/2014	10:00 - 2:00	Joe Celestine Center	1535 NW 135 St	Pierre Honorat
3/20/2014	10:00 - 12:00	St. Dominics Senior Center	5849 NW 7 St	Yolanda Guillen
3/24/2014	1:00 - 3:00	Pine Wood Villas	8420 SW 188 Terr	Mike Boohit
3/25/2014	10:00 - 12:00	Coral Bay Terrace	8160 SW 210 St	Mike Boohit
3/25/2014	1:00 - 3:00	Saga Bay Apts	21215 SW 85 Ave	Mike Boohit
4/1/2014	10:00 - 12:00	Antonio Maceo Park	5135 NW 7 St	Yolanda Guillen
4/7/2014	10:00 - 2:00	Joseph Caleb Center	2200 NW 54 St	Yolanda Guillen
4/17/2014	10:00 - 1:00	City of Miami Springs	343 Payne Dr	Yolanda Guillen
4/22/2014	10:00 - Noon	Harry Cain Towers	490 NE 2 Ave	Yolanda Guillen
5/2/2014	Noon - 1:00	City of Miami Springs	343 Payne Dr	Doug Bermudez
5/5/2014	10:00 - 3:00	Joseph Caleb Center	2200 NW 54 St	Yolanda Guillen
5/6/2014	10:30 - 1:00	Vila Alegria	275 Palm Ave	Yolanda Guillen
5/7/2014	10:00 - 1:00	Goodlet Senior Center	900 W 44 Pl	Yolanda Guillen
5/14/2014	10:00 - 1:00	Pinecrest Community Center	17601 SW 78 Ave	Pierre Honorat
5/16/2014	10:00 - 1:00	La Esperanza Project	1770 W 44 Pl	Pierre Honorat
5/21/2014	10:00 - 1:00	AARP Chapter 4686	1350 NW 50 St	Pierre Honorat
5/28/2014	11:00 - 12:30	St. Vincent de Paul Senior	10160 NW 19 Ave	Pierre Honorat
5/29/2014	11:00 - 12:00	Milander Senior Center	815 W 75 St	Pierre Honorat
5/30/2014	10:00 - 1:00	Ruth Tinsman Senior Ctr	6454 W 24 Ave	Pierre Honorat
6/4/2014	9:30 - Noon	Betty Ferguson Recreational	3000 NW 199 St	Pierre Honorat
6/13/2014	10:30 - 2:00	Ashley Plaza	70 E 7 ST	Pierre Honorat
6/18/2014	10:30 - 2:00	Holland Hall Sr Center	555 E 1 Ave	Pierre Honorat
6/19/2014	1:30 - 4:30	Palmer House	1225 SW 107 Ave	Pierre Honorat
6/24/2014	10:30 - 2:00	Jack Orr Sr Center	550 NW 5 St	Pierre Honorat
6/25/2014	10:00 - Noon	St Mary Tower	7615 NW 2 Ave	Yolanda Guillen
6/26/2014	10:30 - 2:00	St Monica Gardens	3425 NW 189 ST	Pierre Honorat
7/1/2014	10:00 - Noon	Badias Senior Center	25 Tamiami Blvd	Pierre Honorat
7/7/2014	10:00 - 3:00	Joseph Caleb Center	2200 NW 54 St	Pierre Honorat
7/8/2014	10:30 - 2:00	Dante Fascell Senior	2929 NW 18 Ave	Pierre Honorat
7/15/2014	10:00 - 12:30	Stirrup Plaza	3150 Mundy St	Sonia Romero
7/17/2014	10:30 - 1:00	Patterson Pavillion	1875 W 44 Pl	Sonia Romero
7/21/2014	10:30 - 1:00	Joe Moretti	240 SW 9 St	Yolanda Guillen
8/4/2014	10:00 - 1:00	Mildred Pepper	10000 SW 56 St	Hilda Chayt
8/6/2014	10:00 - 2:00	Miami Lakes Government Center	6601 Main St	Hilda Chayt
8/7/2014	10:00 - 2:00	Veterans Outreach	Miami Zoo	Hilda Chayt
8/7/2014	10:00 - 1:00	Marion Towers	17505 N Bay Rd	Sonia Romero
8/8/2014	2:00 - 4:00	Sweetwater Towers	10750 SW 4 St	Yolanda Guillen

2014 Golden Passport Outreach Events

Date	Hours	Location	Address	Staff Assigned
8/14/2014	10:00 - Noon	Robert King High	1407 NW 7 St	Sonia Romero
8/19/2014	11:00 - 1:30	Smathers Plaza	1040 SW 29 Ct	Hilda Chayt
8/20/2014	10:00 - 1:00	Victor Wilde Park	5404 W 18 Ave	Hilda Chayt
8/21/2014	2:00 - 4:30	St. Anne Gardens	11800 Quail Roost Dr	Yolanda Guillen
8/22/2014	11:00 - 1:00	Sisters & Brothers	1800 SW 1 St	Sonia Romero
8/27/2014	10:00 - 1:00	Villa Aida Adult Center	20 W 6 St	Yolanda Guillen
8/28/2014	10:00 - 1:00	Robert King High	1407 NW 7 St	Yolanda Guillen
8/29/2014	11:30 - 1:30	Edgar J Hall	2250 W 60 St	Sonia Romero
8/29/2014	2:00 - 4:00	Stella Maris House	8638 Harding Ave	Doug Bermudez
9/4/2014	10:00 - Noon	East Ridge Retirement	19301 SW 87 Ave	Mike Boohit
9/9/2014	1:00 - 3:00	Rebecca Towers	150 Alton Rd	Pierre Honorat
9/11/2014	9:30 - 11:30	Dr. Maria M Martinez	8551 Hammocks BLvd	Mike Boohit
9/17/2014	2:00 - 4:00	Palermo Lake Apts	5311 NW 7 St	Yolanda Guillen
9/18/2014	10:00 - Noon	Victoria Center	250 SW 114 Ave	Hilda Chayt
9/22/2014	1:00 - 4:00	McCarthy Residence	13201 NW 28 Ave	Pierre Honorat
9/23/2014	1:30 - 4:00	Los Robles Apts	11495 W Flagler	Yolanda Guillen
9/26/2014	11:00 - 1:00	Medical Care Group	5200 SW 8 St.	Hilda Chayt
10/3/2014	10:00 - Noon	Coral Way Center	2717 SW 142 Ave	Hilda Chayt
10/8/2014	2:00 - 4:00	Lake Shore Apts	21269 SW 85 Ave	Mike Boohit
10/9/2014	2:00 - 4:00	Blue Lagoon Apts	725 NW 57 Ave	Yolanda Guillen
10/14/2014	9:00 - 11:00	Calusa Cove Apts	8000 SW 210 St	Mike Boohit
10/15/2014	9:30 - 12:30	Residential Plaza	5617 NW 7 St	Hilda Chayt
10/16/2014	2:00 - 4:00	Vista Alegre Apts	2235 SW 8 St	Mike Boohit
10/18/2014	10:00 - 2:00	California Club	850 Ives Dairy Rd	Pierre Honorat
10/23/2014	10:30 - 12:30	Miami Dade CAA	17801 Homestead Ave	Mike Boohit
10/24/2014	12:30 - 2:30	Los Pilotos Comedor	1470 NW 36 St	Yolanda Guillen
10/28/2014	2:00 - 4:00	Victoria Residential Apts	312 NW 9 Ave	Yolanda Guillen
11/6/2014	12:30 - 3:00	Miami Dade College	Homestead Campus	Mike Boohit
11/6/2014	3:30 - 4:30	Saga Bay Apts	21215 SW 85 Ave	Mike Boohit
11/13/2014	2:00 - 4:00	Claude & Mildred Pepper	2350 NW 54 ST	Pierre Honorat
11/19/2014	10:00 - 1:00	Palm Springs Library	17601 NW 78 Ave	Pierre Honorat
12/12/2014	9:00 - 4:00	Veterans Day	FIU South Campus	Hilda Chayt

A.5 MDT10AHEAD SURVEY RESULTS

1.0 Introduction

In total, 816 surveys and comment cards have been collected as shown in Table 1-1. Of that total, 461 (56%) were collected through the online survey and 355 were collected through comment cards. The results of the surveys are provided in the following figures. Questions included on the survey and the shorter comments cards are noted.

Table 1-1: Survey Responses by Survey Type

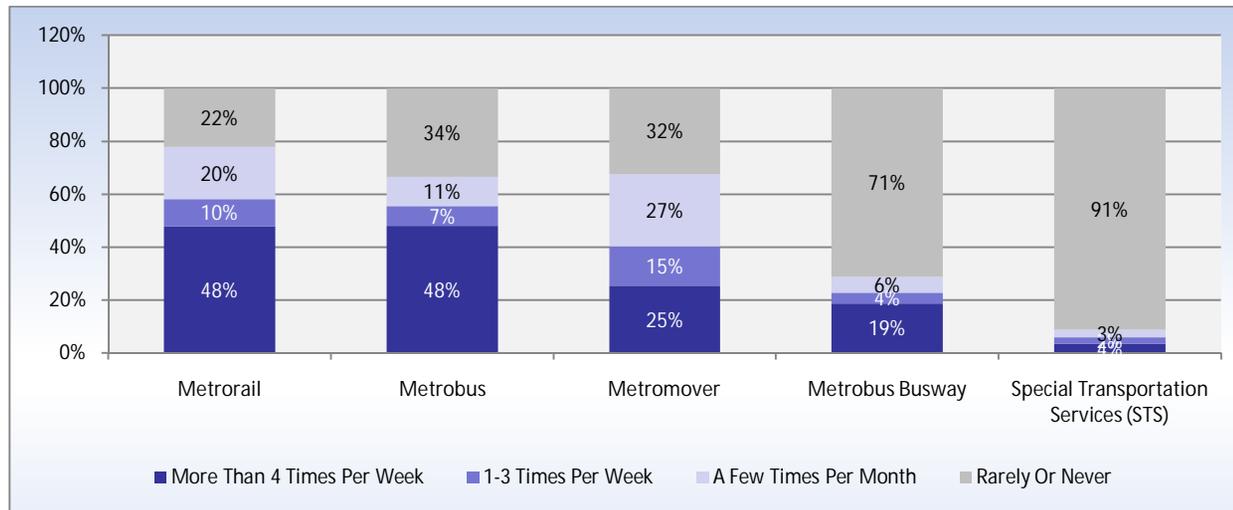
Survey Version	Number of Participants
English	674
Spanish	137
Creole	5
Total	816

Note: Fourteen comment card surveys did not indicate what language they were taken in. These surveys were included in the English count.

1.1 TRANSIT USE

Figure 1-1 provides insight into the types of transit being used by respondents. This question was on the electronic survey as well as the comment card. Nearly half of the respondents use Metrorail and Metrobus more than four times per week. A quarter of respondents use Metromover more than four times per week, while 19 percent use the Busway more than four times per week. Only four percent of respondents were regular Special Transportation Services (STS) users.

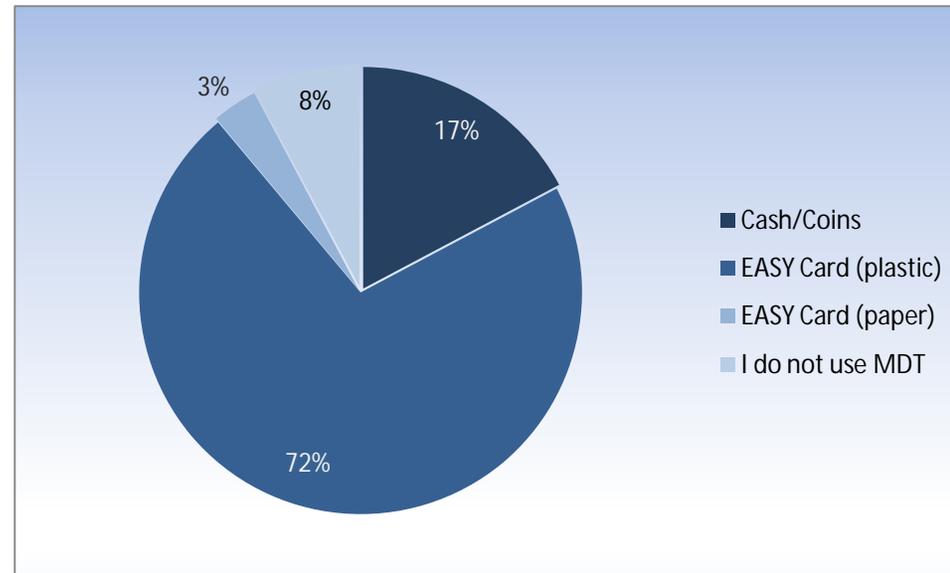
Figure 1-1: How Often Do You Use Miami-Dade Transit Services?



1.2 FARE PAYMENT

As shown in Figure 1-2, respondents on both the electronic survey and the comment card were asked how they paid for transit fares. Almost $\frac{3}{4}$ of respondents use the EASY card to pay their transit fares. Only 17 percent use cash to pay for their fares. It is important to note that only the comment card had the option for EASY Card (paper).

Figure 1-2: How Do You Pay For Transit Fares?



1.3 SERVICE PRIORITIES

When asked about service priorities, respondents on both the electronic survey and comment cards indicated that on-time performance was the most important service priority. Behind that, most frequent service and expanding service to new areas were also important. Figure 1-4 shows the total breakdown of all service priorities by mode.

For those respondents who indicated that they used a particular mode more than 4 times per week or 1-3 times per week, the results were used to look at priorities by mode. For all modes, on-time performance was the most important service improvement needed followed by increasing the frequency of service and expanding service to new areas.

Figure 1-3: All Service – What Should MDT’s Priorities be for the Next Ten Years?

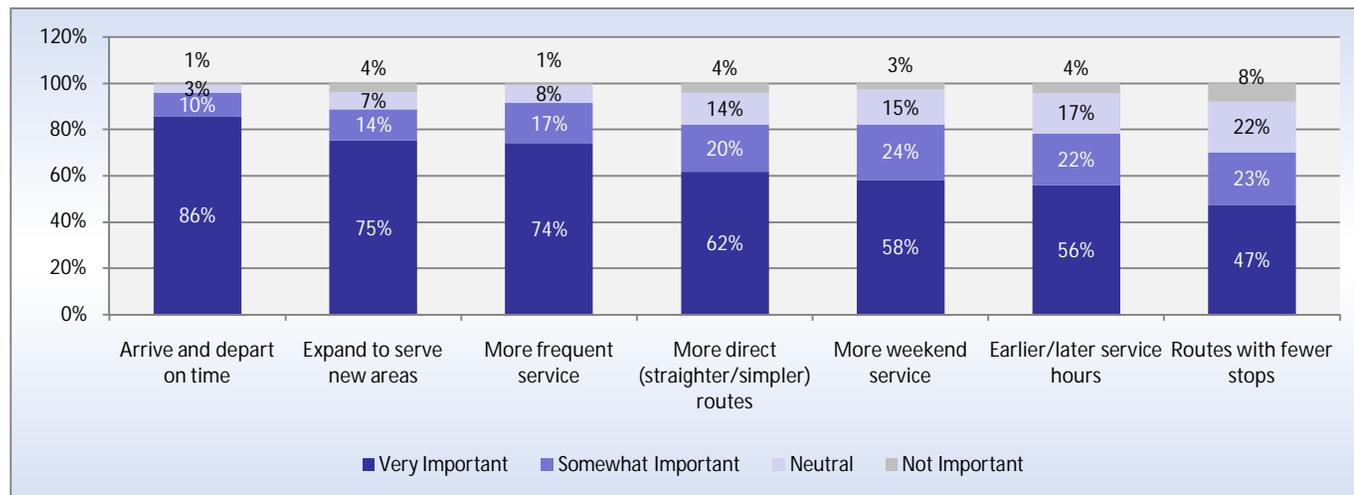


Figure 1-4: Metrobus – What Should MDT’s Priorities be for the Next Ten Years?

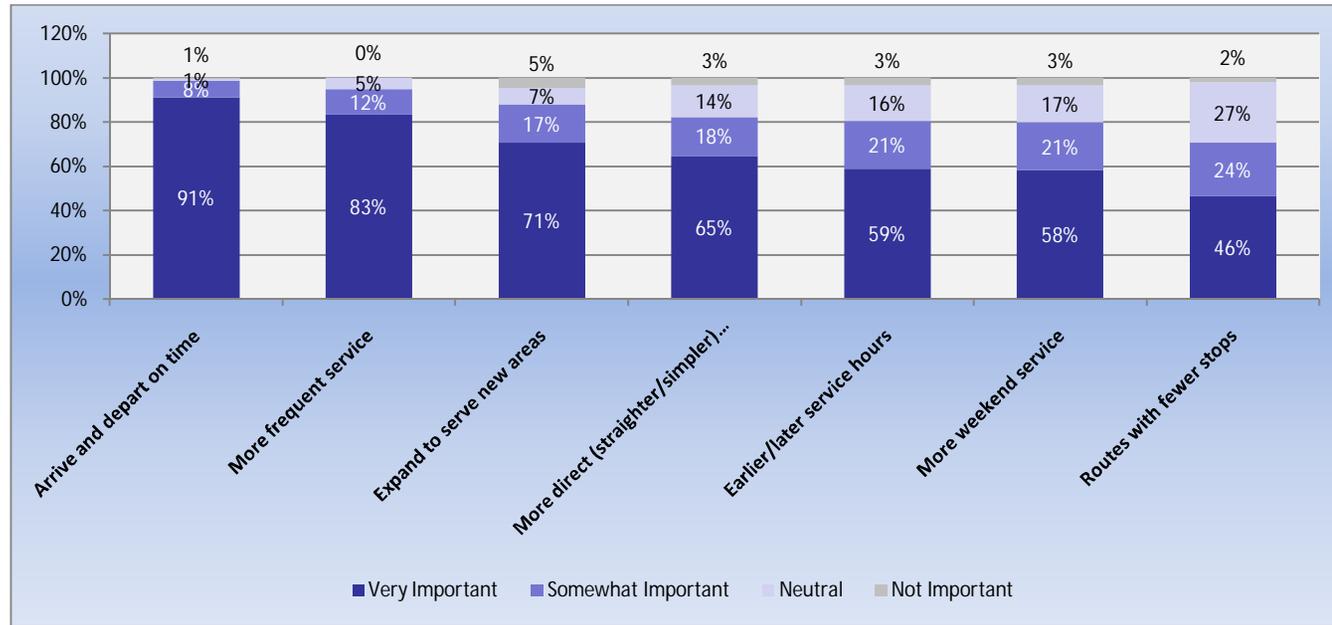


Figure 1-5: Metrobus Busway - What Should MDT's Priorities Be for the Next Ten Years?

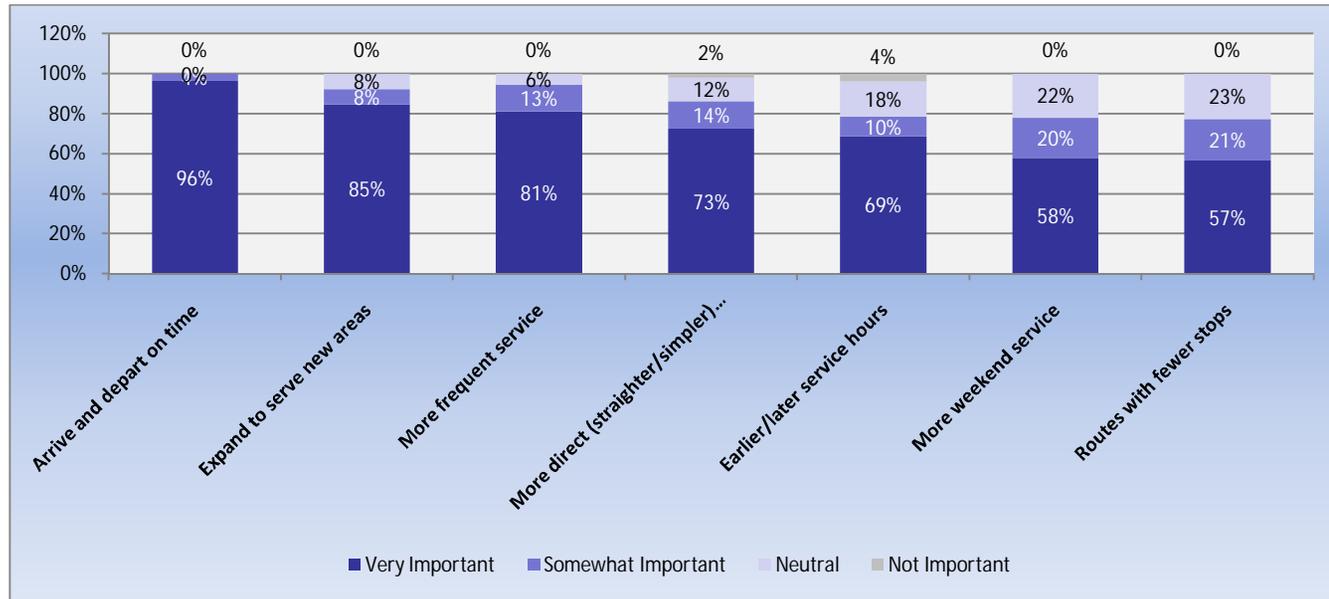


Figure 1-6: Metrorail - What Should MDT's Priorities Be for the Next Ten Years?

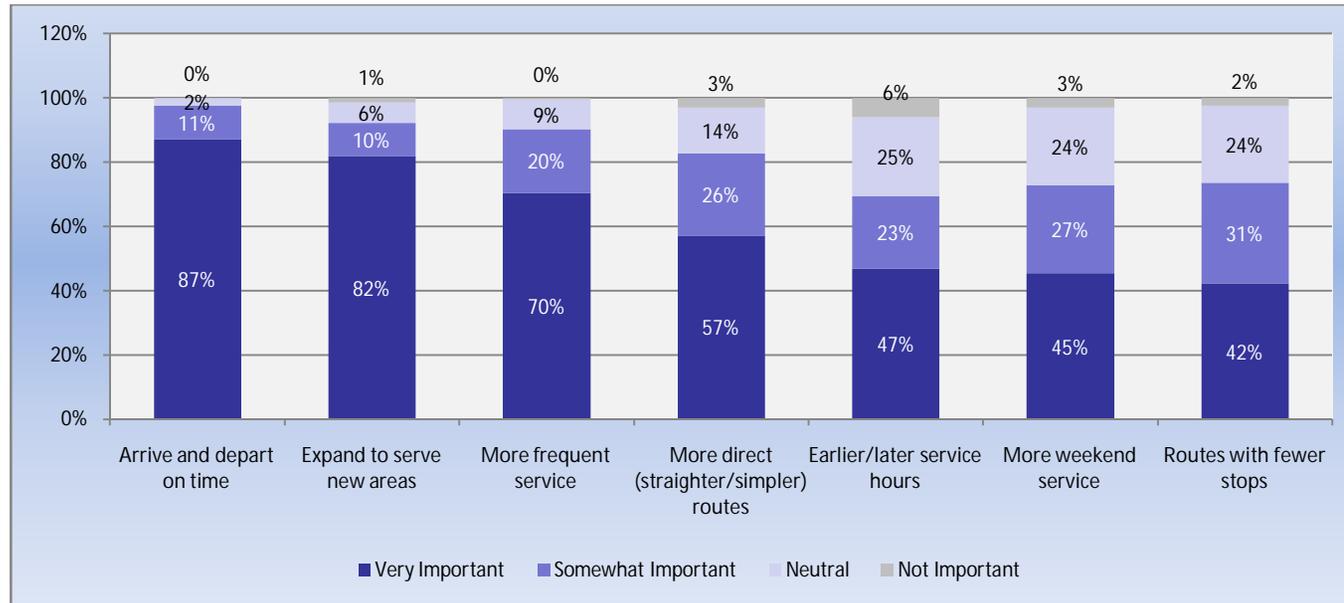


Figure 1-7: Metromover - What Should MDT's Priorities Be for the Next Ten Years?

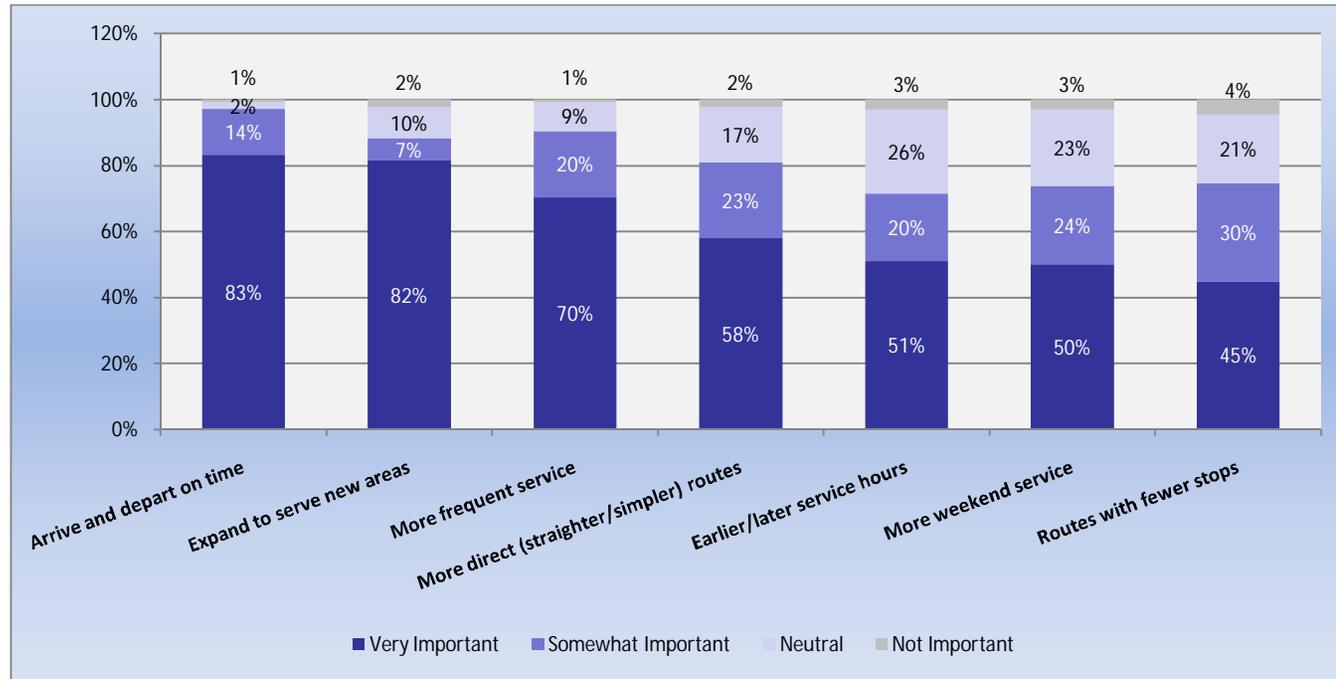
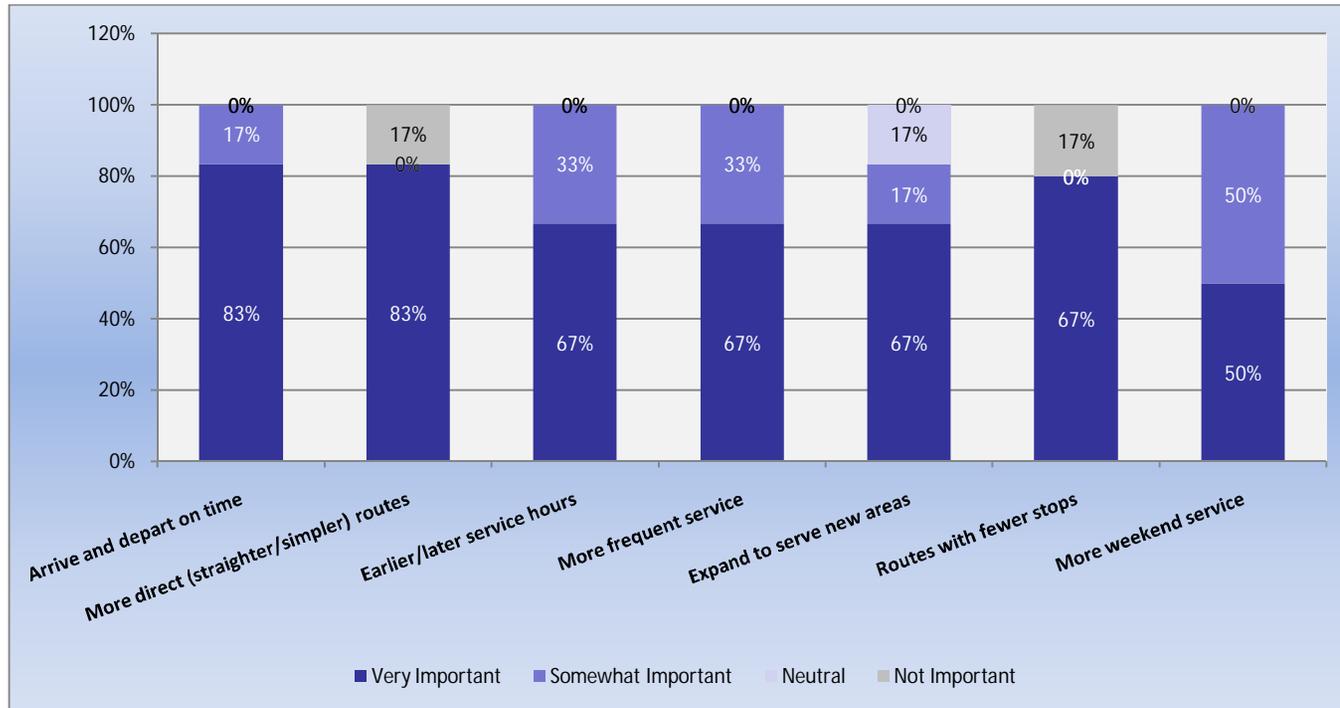


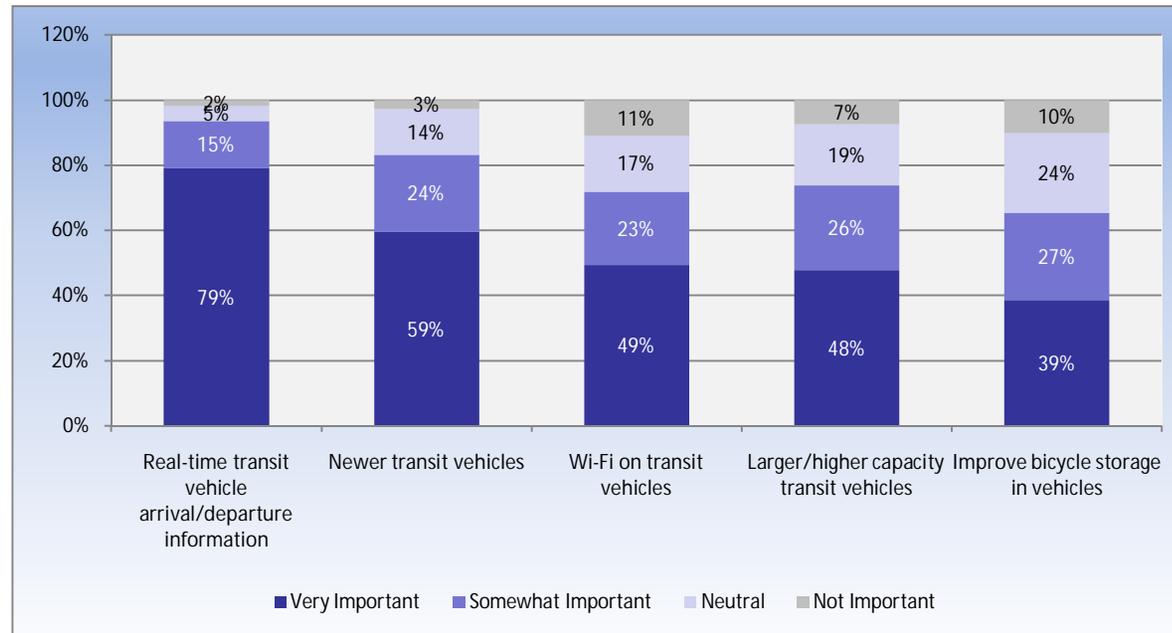
Figure 1-8: STS - What Should MDT's Priorities Be for the Next Ten Years?



1.4 VEHICLE PRIORITIES

As displayed in Figure 1-9, the following question was asked of online survey respondents and comment card respondents. Almost 80 percent of respondents indicated that real-time vehicle arrival and departure information was a very important improvement with relation to vehicles. The second priority was buying newer transit vehicles.

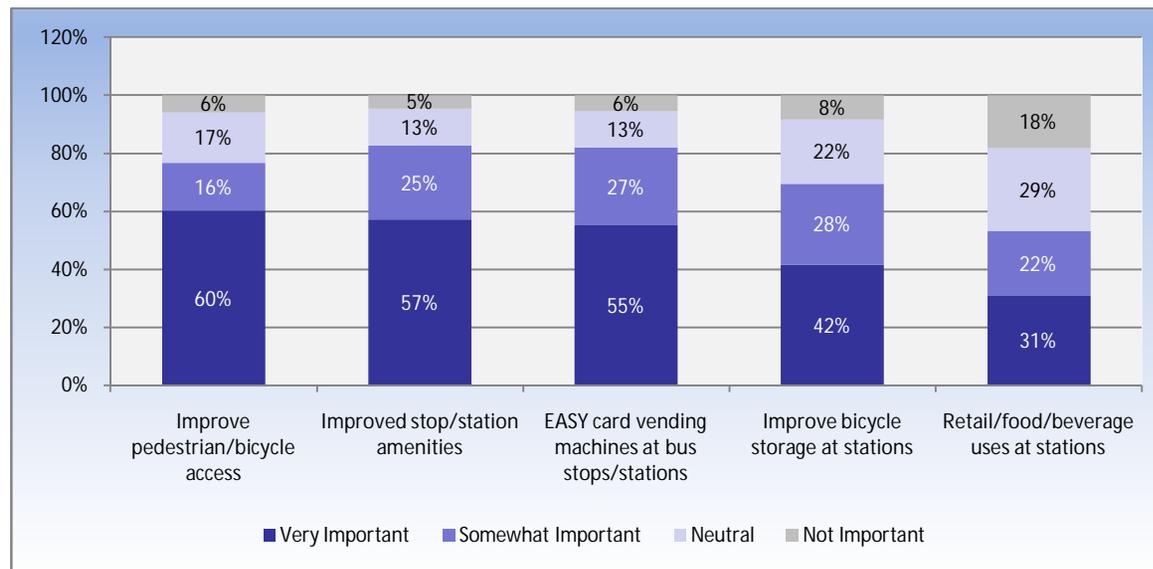
Figure 1-9: VEHICLES - What Should MDT's Priorities be for the Next Ten Years?



1.5 STOP/STATION PRIORITIES

When asked about priorities for stations and stops, online and comment card respondents indicated the two most important priorities were improving pedestrian/bicycle access and improved stop/station amenities. Other priorities are displayed in Figure 1-10.

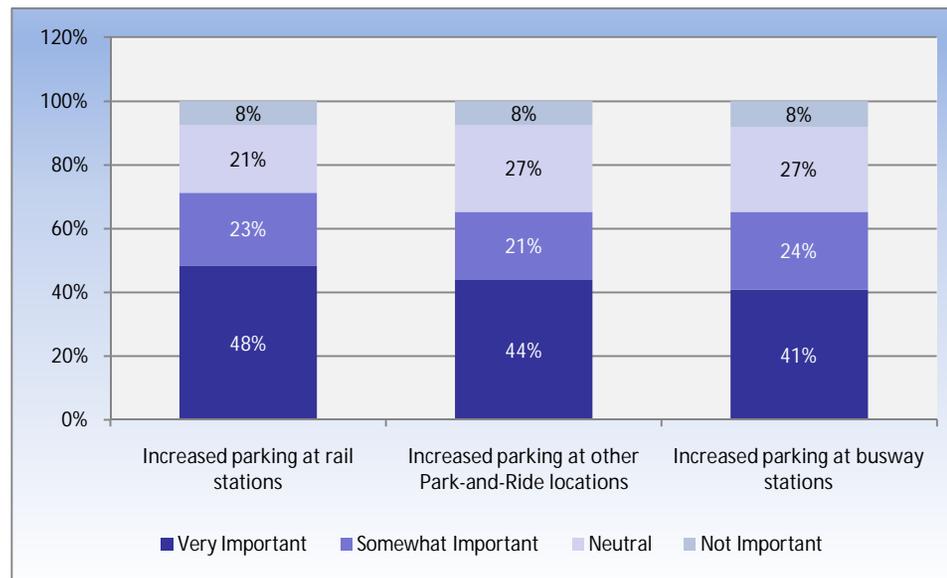
Figure 1-10: What Should MDT's Priorities Be for the Next Ten Years?



1.6 PARKING PRIORITIES

Asked of both online and comment card respondents, increasing parking at rail stations received the highest priority ranking for parking facilities. Figure 1-11 displays the result for parking priorities.

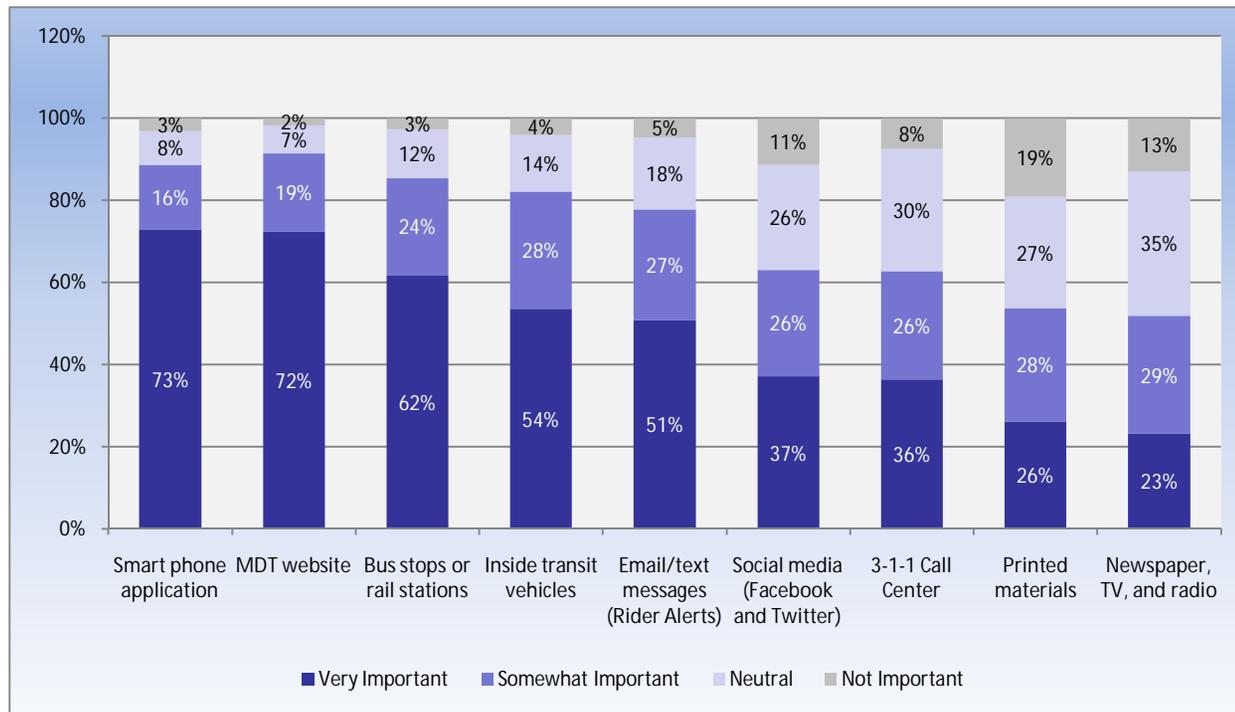
Figure 1-11: What Should MDT's Priorities be for the Next Ten Years?



1.7 TRANSIT INFORMATION

MDT asked respondents through the online survey how they preferred to access information about MDT’s routes. Figure 1-12 shows that over 70 percent were interested in receiving information through both smartphone applications and through the MDT website. It is important to note that this question was not included on the shorter comment card, which may have led to a bias toward electronic priorities.

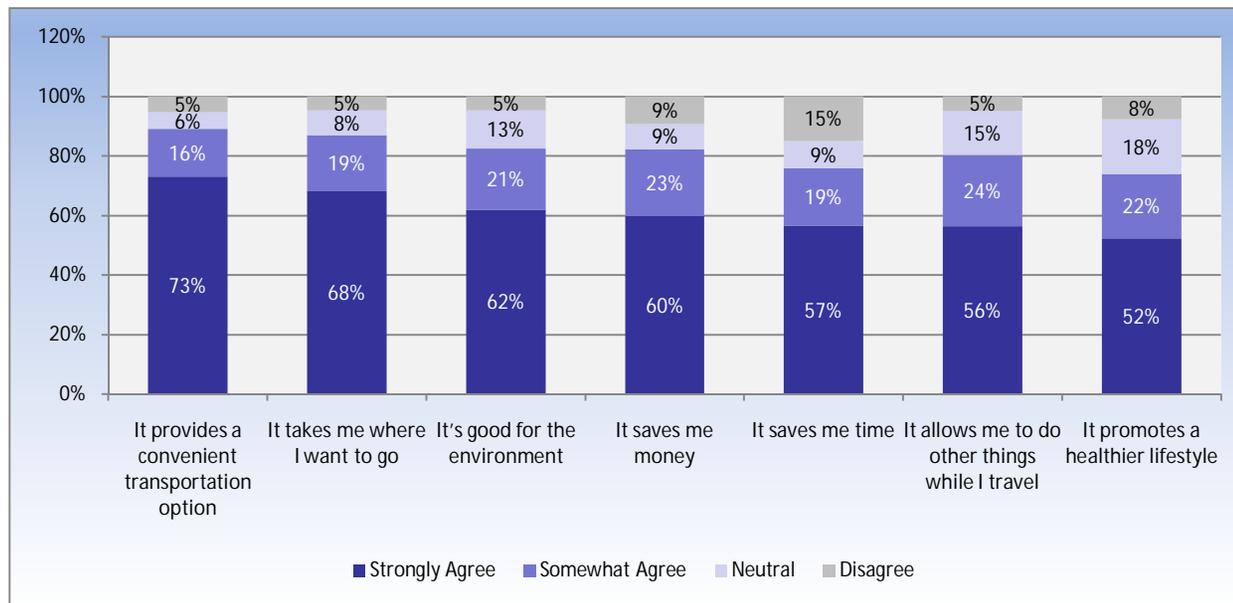
Figure 1-12: How Important Is It To Get Transit Materials In The Following Formats?



1.8 REASON FOR TRANSIT USE

When asked why they use transit, the most popular response by online survey respondents was that it was convenient followed closely by the fact that it takes them where they want to go. Figure 1-13 shows why respondents choose to use transit services provided by MDT or the reasons a non-user might use transit.

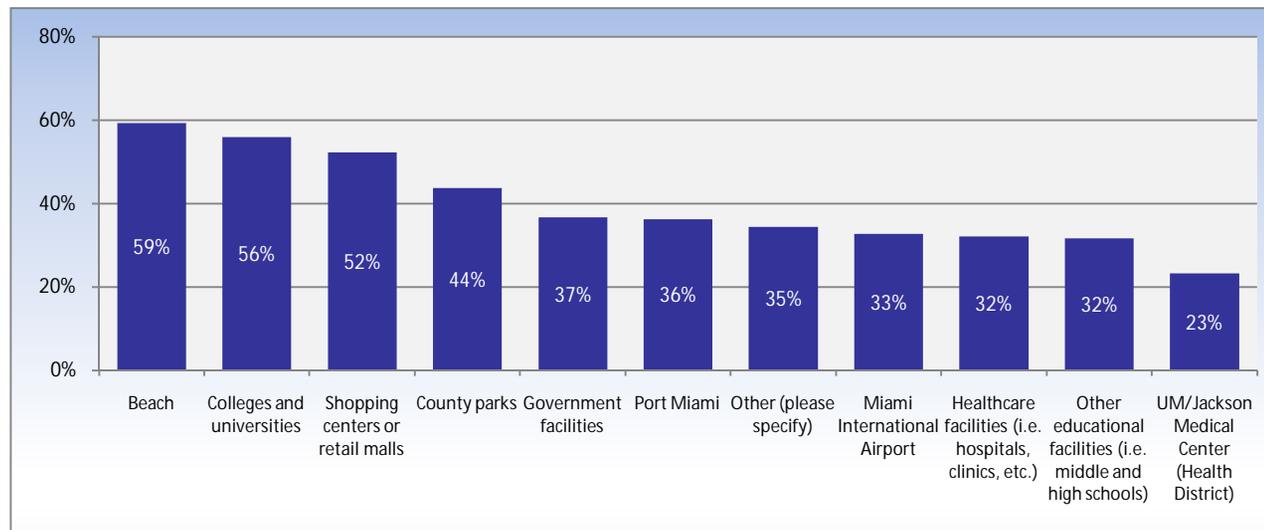
Figure 1-13: I Use Transit Because Or Would Use Transit If...



1.9 DESTINATIONS

Figure 1-14 provides insight into what types of destinations respondents would like to travel to. The number one response was to provide service to the beach while second place went to colleges and universities. For those who indicated “Other” as a response, the two most popular were sports stadiums and tourist attractions.

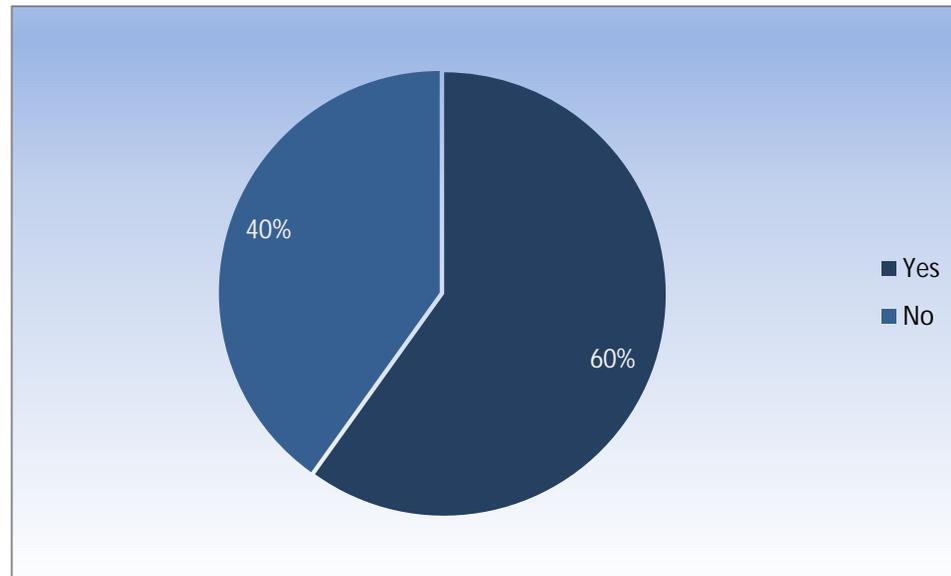
Figure 1-14: Which Of The Following Destinations Could Miami-Dade Transit Serve Better?



1.10 FARE INCREASE

As displayed in Figure 1-15, when asked about the tradeoff between better service and higher fares, 60 percent of respondents indicated that they would be willing to pay more for better service.

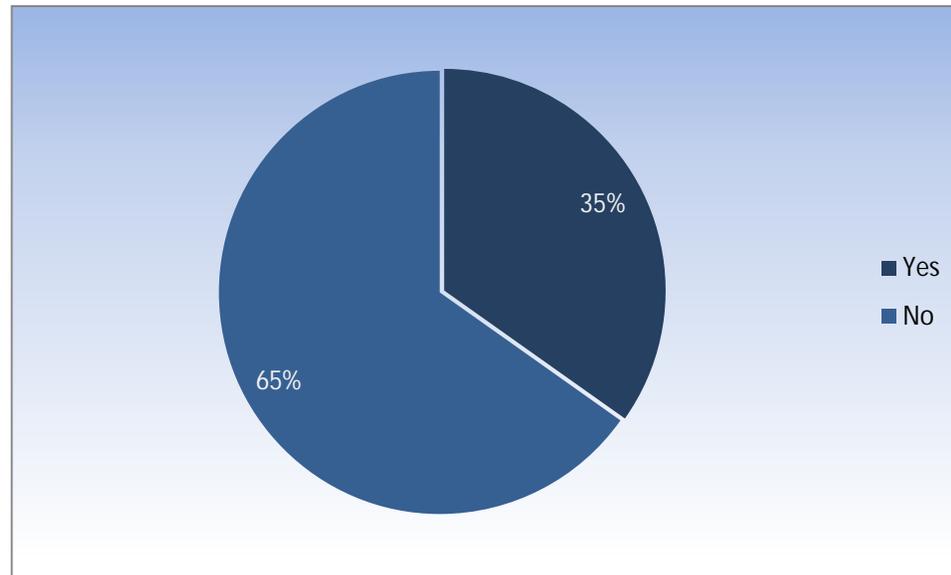
Figure 1-15: Would You Be Willing To Pay Increased Transit Fares For Improved Transit Services?



1.11 PARKING FEE INCREASES

Of the respondents from the online survey and shown in Figure 1-16, only 35 percent indicated they were willing to pay increased fees for parking at stations.

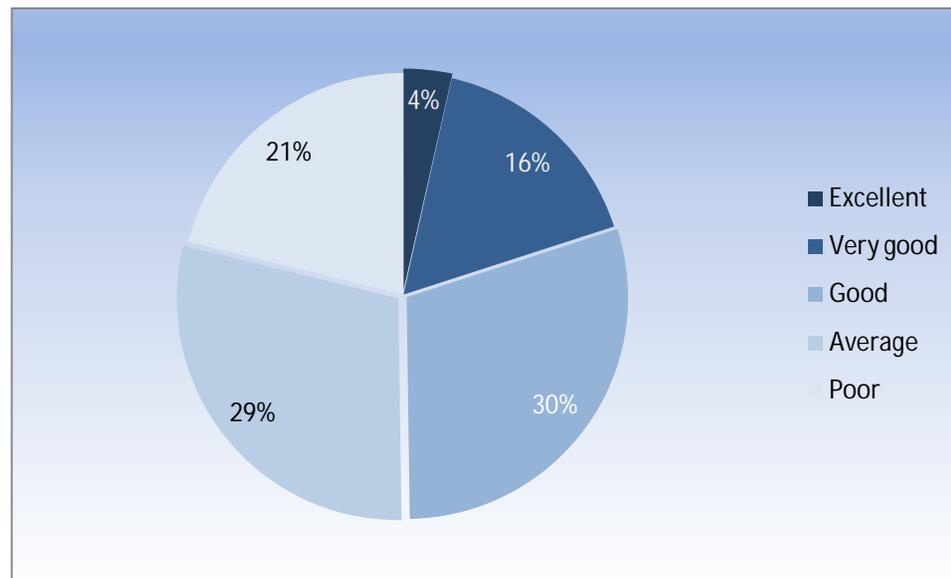
Figure 1-16: Would You Be Willing To Pay Increased Parking Fees At Rail Stations Or New Parking Fees At Bus Stations For More Parking Spaces?



1.12 SATISFACTION

Figure 1-17 provides an overview of the responses from a question asking users to rate MDT’s service. Fifty percent indicated a satisfaction of good, very good, or excellent.

Figure 1-17: Rate Your Overall Experience with Miami-Dade Transit



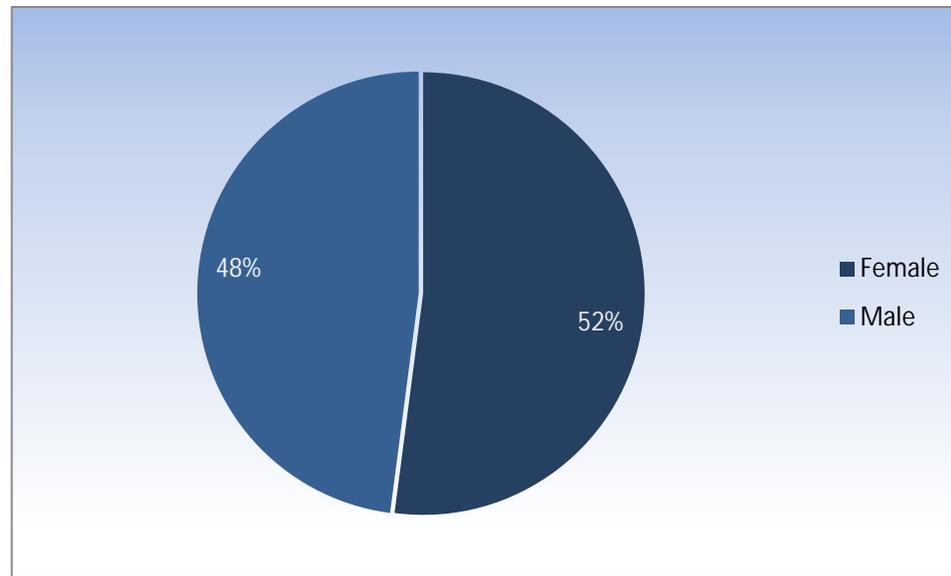
1.13 DEMOGRAPHIC INFORMATION

The remainder of this report provides demographic information for those taking the survey.

Gender

As shown in Figure 1-18, more than half of the respondents were female.

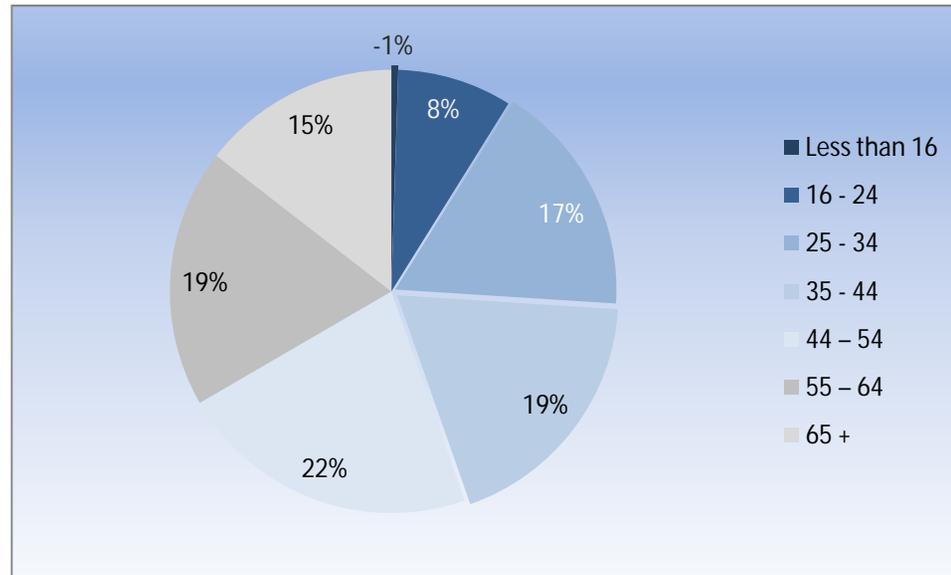
Figure 1-18: What Is Your Gender?



Age

Respondents by age group are provided in Figure 1-19. The largest cohort is between 44 and 54 years old.

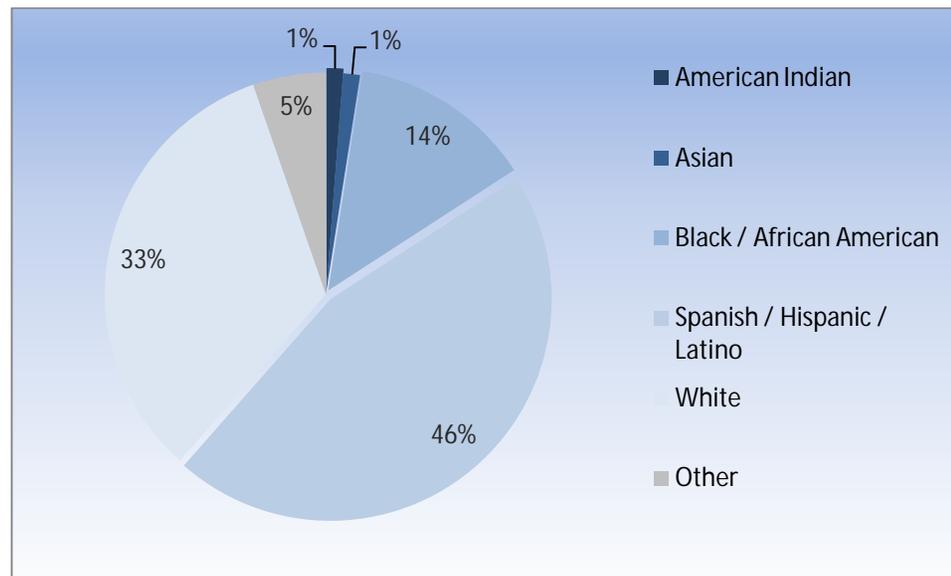
Figure 1-19: What Is Your Age Group?



Race/Ethnicity

Figure 1-20 provides information on the race and/or ethnicity of respondents. The two largest ethnic groups to complete the survey were Spanish/Hispanic/Latino and White with 46 percent and 33 percent respectively.

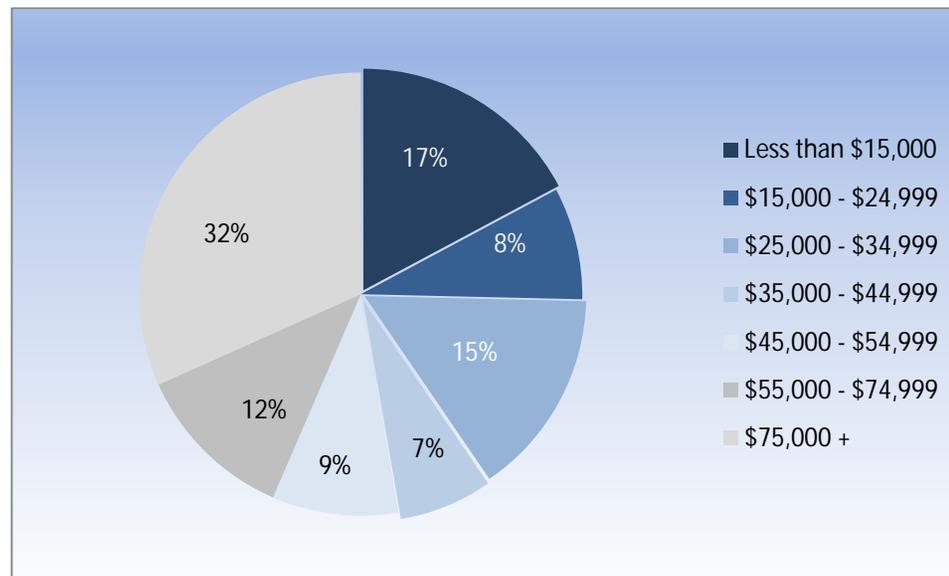
Figure 1-20: Which Best Describes Your Race/Ethnic Group?



Annual Income

Figure 1-21 displays the income levels of respondents. The largest group of respondents have an annual income above \$75,000. Approximately 17 percent of respondents make less than \$15,000 annually.

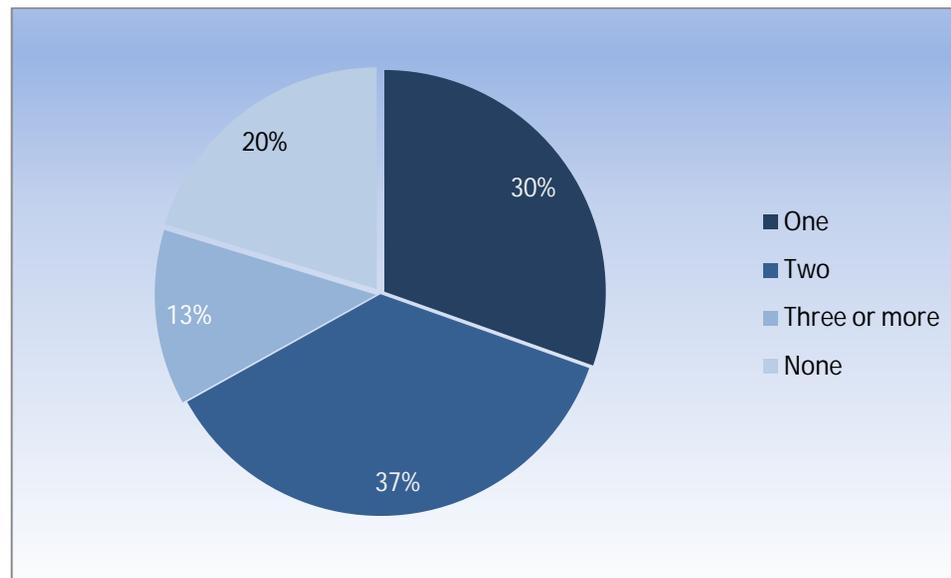
Figure 1-21: What Is Your Household's Approximate Total Income?



Household Vehicles

As shown in Figure 1-22, 20 percent of respondents do not have a working vehicle in the home. Thirteen percent have three or more working vehicles.

Figure 1-22: How Many Working Motor Vehicles Are Available In Your Household?



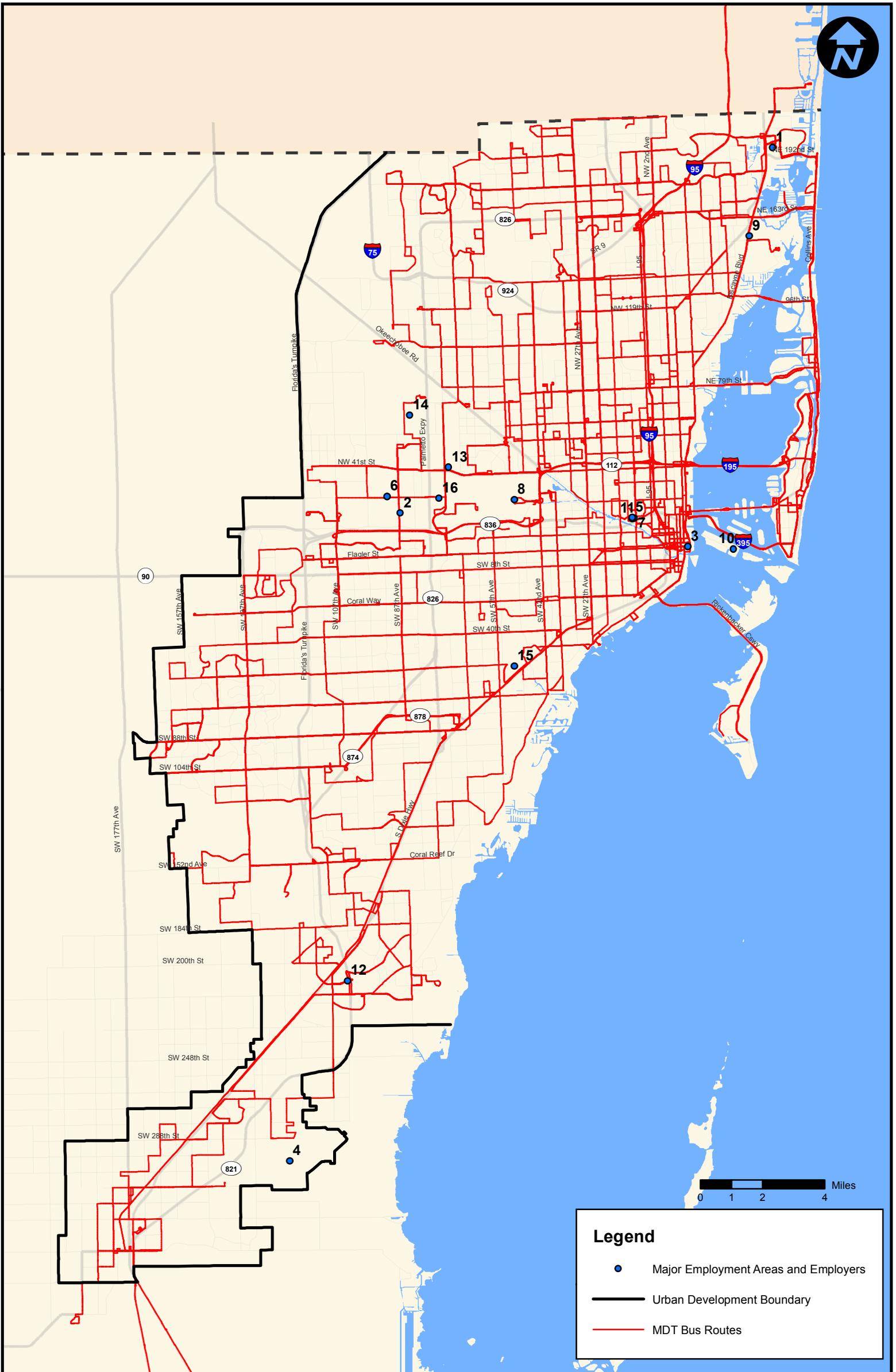
1.14 GENERAL COMMENTS

When asked if there were any other comments respondents would like to share with MDT, many respondents chose to make comments. The following themes were noted by many respondents.

- Survey participants expressed a need to increase transit service whether it be to add new service areas or increase frequencies.
- Services could be improved with regard to on-time performance, bus conditions, and bus driver customer service.
- Customers would like access to real-time information through a phone application. Customers also suggested easier payment methods, such as linking the Easy Card to a bank account or payment through a phone app.
- If there is to be a fare increase, passengers need to be able to see what they are paying for. If the fare goes up, there should be better service.

A.6 MDT MAJOR TRIP GENERATOR MAPS

	MAJOR GENERATORS	ROUTES					COMMENTS
ID	Major Employment Areas and Employers						
1	Aventura Mall	E 99	S 120	3 183	9	93	On-site service
2	Doral - Warehouse Area	36	87	95	132		Service on adjacent roadways
3	Downtown Miami	C 7 51 207 500	S 8 77 208 Mover	2 9 93 211 Rail	3 11 95 246	6 21 120 277	Service on local roadways and within walking distance of Government Center and Historic Overtown/Lyric Theatre stations and various Metromover stations
4	Homestead Air Reserve Base	70					Service on adjacent roadway
5	Miami-Dade Pre-Trial Detention Center	M 246	12 Rail	21	32	95	Service on local roadways and located within walking distance of Civic Center station
6	Miami-Dade Police Department	87	95	238			Service on adjacent roadway
7	Miami Dade State Attorney's Office	M 246	12 Rail	21	32	95	Service on local roadways and located within walking distance of Civic Center station
8	Miami International Airport	J 150 133	7 238	37 297	42	57	Routes restructured to serve MIC; from MIC use MIA Mover to access Airport Shuttle to Tri-Rail Station serves Airport directly
9	North Dade Justice Center	3	75	93	135		Service on adjacent roadways
10	Port of Miami						On-site service via local roadways.
11	Richard E. Gerstein Justice Building	M 246	12 Rail	21	32	95	Service on local roadways and located within walking distance of Civic Center station
12	South Miami-Dade Government Center	1 70 38	31 137	35 200	52		Service on adjacent roadway Service on local roadway
13	Turner-Guilford Knight Correctional Center	36	73	95	132		Service on adjacent roadways
14	Unincorporated Miami-Dade County Area bounded by NW 74 St. to the North, NW 58 St. to the South between SR-826 and NW 87 Ave.	87					Service on adjacent roadway
15	University of Miami	48	56	500	Rail		Service on adjacent roadways and within walking distance of University station
16	U.S. Post Office- General Mail Facility	73	238				Service on adjacent roadways



Major Employment Areas and Employers. Source: Miami-Dade Transit, December 2014

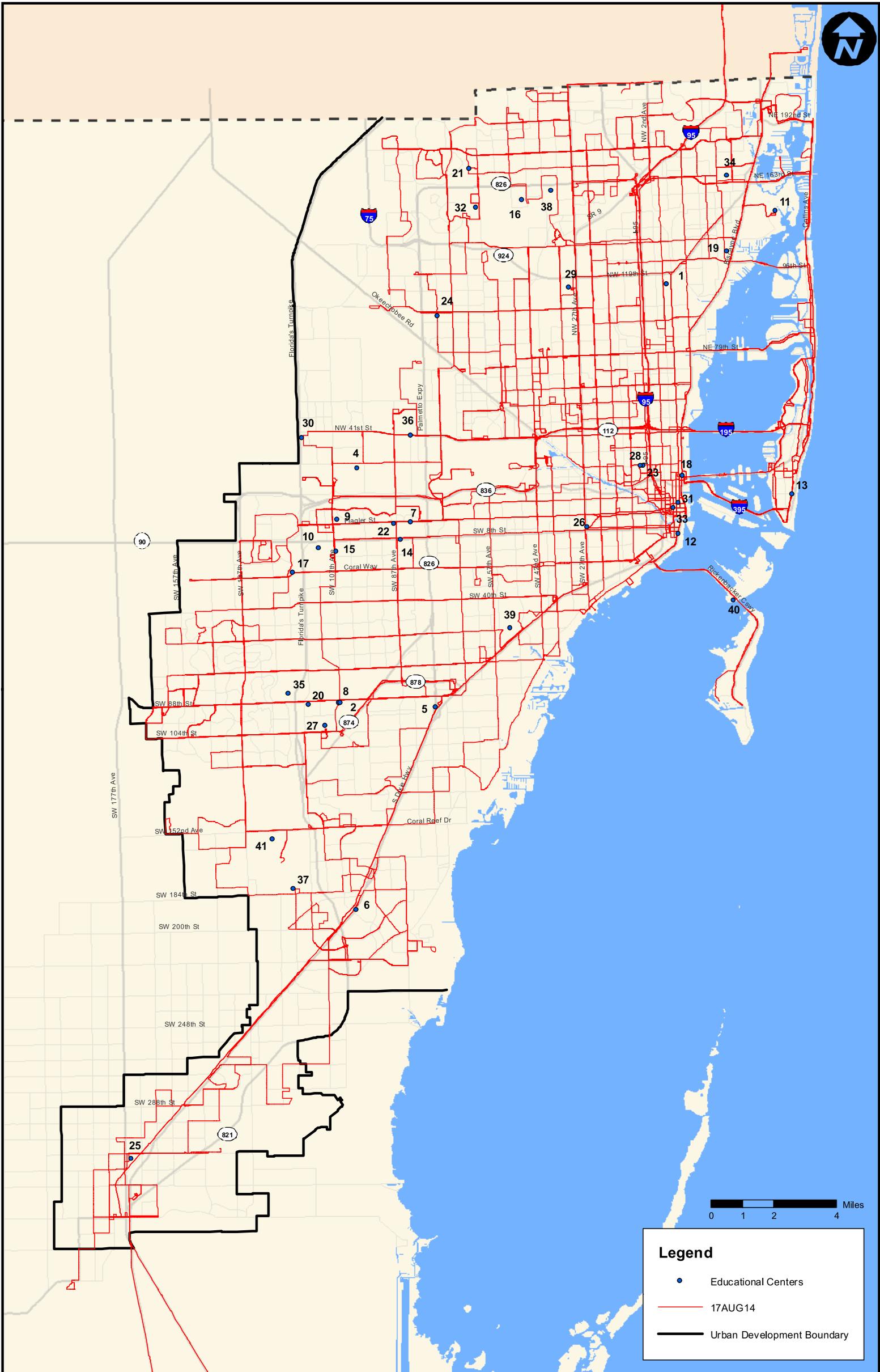
	MAJOR GENERATORS	ROUTES					COMMENTS
ID	County Parks						
1	Amelia Earhart Park	37	135				Service on adjacent roadway
		42					Service on local roadway
2	Bal Harbour Beach	H	S	120			Service on adjacent roadway
		G					Service on local roadway
3	Biscayne Trail (East Side of Canal)	200	287				Service on adjacent roadway
4	Black Creek Trail (Along C1 Canal)	137					Service on local roadway
5	Briar Bay Linear Park	136					Service on adjacent roadway
6	Chapman Field Park	136					Service on local roadway
7	Crandon Park	B					Service on local roadway
8	East Greynolds Park	3	93	183			Service on adjacent roadway
9	Greynolds Park	3	93	183			Service on adjacent roadway
10	Haulover Beach	H	S	120			Service on adjacent roadway
11	Haulover Park	H	S	120			Service on adjacent roadway
12	Homestead Air Reserve Park	70					Service on adjacent roadway
13	Ives Estates Park	99					Service on local roadway
14	Lakes by the Bay Park	200	287				Service on local roadway
15	Larry & Penny Thompson Park	137					Service on adjacent roadway
		52					Service on local roadway
16	Martin Luther King Blvd (NW 62 ST)	32	62				Service on adjacent roadway
17	Matheson Hammock Park	136					Service on local roadway
18	Miami Beach (from South Beach to NW 86 ST)	A	C	H	J	L	Service on adjacent roadway
		M	S	SB Local	62	79	
		115	117	120	150		
19	Model Cities Trail	L	12	21	22	46	Service on adjacent roadway
		54	62	79	246		
		17					
20	North South Trail	34	35	38	70		Service on adjacent roadway
		70	344				Service on local roadways
21	Old Cutler Bike Path	136					Service on adjacent roadway
22	Pinewoods Park	136					Service on local roadway
23	Snake Creek Trail	75	77				Service on local roadways
24	Snapper Creek Trail	17	75	77	99		Service on local roadways
25	Southridge Park	1					Service on adjacent roadway
		52					Service on local roadway
26	Sunny Isles Beach	E	H	S	120		Service on adjacent roadway
27	Surfside Beach	H	S	115	117	120	Service on adjacent roadway
28	Tamiami Park	8	24	71			Service on adjacent roadway
29	Tropical Park	40	56				Service on adjacent roadway
30	Virginia Key	B					Service on local roadway
31	West Kendall District Park						None
32	Winston Linear Park	88					Service on adjacent roadway
		288					Service on local roadway

Source: Miami-Dade Transit, 2015

Note: Adjacent refers to transit service immediately next to trip generators. Local roadways refer to transit service within walking distance (1/4 mile) of the trip generator.

	MAJOR GENERATORS	ROUTES					COMMENTS
ID	Educational Centers						
1	Barry University - Main Campus	2	9	10	19		Service on adjacent roadways
2	Barry University - Kendall Campus	104					Service on adjacent roadway
		88	288				Service on local roadway
3	Carlos Albizu University	95	238				Service on local roadway
4	City College	38	52	73	88	104	Within walking distance of Dadeland South Station and route 252.
		31	34	87	136	287	
		Rail					
5	College of Business and Technology - Cutler Bay	31	34	35	38		Service on adjacent roadway
6	College of Business and Technology - Flagler	11	51	87			Service on adjacent roadway
		7					Service on local roadway
7	College of Business and Technology - Kendall	71	88	288			Service on adjacent roadways
8	FIU - Center for Engineering & Applied Sciences	11	51	137	212		Service on adjacent roadways
9	FIU - Modesto A. Maidique Campus	8	11	24	71		On-site terminal with shelters
10	FIU - Biscayne Bay	75	135				On-site service
11	FIU - The Metropolitan Center	3	11	24	77		Service on adjacent roadways
		93	95				
		C	L	2	6	8	
		9	21	51	120	207	Service on local roadways
		208	277				Within walking distance of Knight Center Station
		Mover					
12	FIU - The Wolfsonian	C	M	120			Service on adjacent roadway
13	Florida Atlantic University	8					Service on adjacent roadway
		87					Service on local roadway
14	Florida Career College	8	11	71			Service on adjacent roadway
15	Florida Memorial College	32					Service on adjacent roadway
16	Florida National College	24	40	51			Service on adjacent roadways
17	International Fine Arts College	S	3	9	10	16	Service on adjacent roadways
		32	93	95			
		A	C	M	6	120	Service on local roadways
		Mover					
18	Johnson & Wales University	16					Service on adjacent roadway
		3	93				Service on local roadway
19	Jones College	88	288				Service on adjacent roadway
20	Keiser Career College	75	286				Service on local roadways
21	Keller Graduate School of Management	11	51	87			Service on adjacent roadways

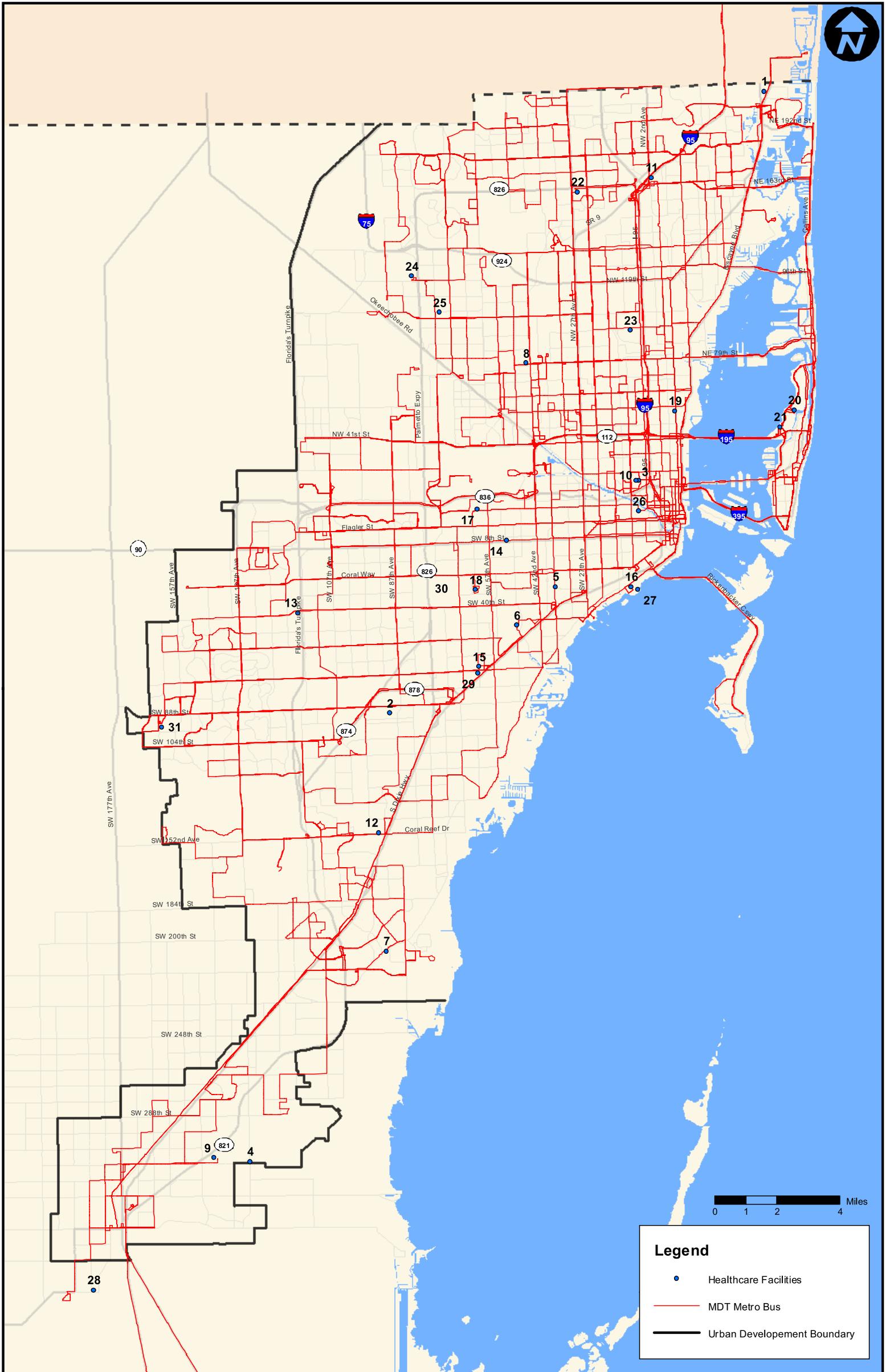
	MAJOR GENERATORS	ROUTES					COMMENTS
22	Lindsey Hopkins Technical Education Center	M	21	77	277		Service on adjacent roadways
23	MDC - Hialeah	33	54				Service on adjacent roadway
24	MDC - Homestead	34	35	344			Service on adjacent roadways
		38	70				Service on local roadways
25	MDC - Interamerican	8	27	207	208		Service on adjacent roadways
26	MDC - Kendall	35	71	104	204		On-site service with shelters
27	MDC - Medical Center	M	12	21	32	Rail	Service on adjacent roadways
28	MDC - North	19	27	32	297		On-site terminal with shelters
29	MDC - West	36					Service on adjacent roadway
30	MDC - Wolfson Campus	2	3	6	7	8	Service on adjacent roadways
		9	93	95	120		
		C	S	11	21	77	Service on local roadways
		207	208	211	246	277	
		Mover					Within walking distance of College/Bayside and College North Stations
31	Miami Lakes Education Center	29	75				Service on adjacent roadway
32	New World School of the Arts	2	6	7	8	9	Service on adjacent roadways
		120					
		C	S	3	11	51	Service on local roadways
		77	93	95	207	208	
		Mover	211	246	277		Within walking distance of College/Bayside Station
33	Nova Southeastern University - Dental	H					Service on local roadway
34	Nova Southeastern University - Kendall Campus	88	288				Service on local roadway
35	Polytechnic University of Puerto Rico	36	95	132			Service on adjacent roadway
36	Robert Morgan Educational Center	52					Service on adjacent roadways
		137					Service on local roadway
37	St. Thomas University	32					Service on adjacent roadway
38	University of Miami	48	56	500		Rail	Service on adjacent roadways and within walking distance of University station
39	University of Miami - Marine Campus	B					Service on adjacent roadway
40	University of Miami - South Campus	252					Service on adjacent roadway



Educational Centers. Source: Miami-Dade Transit, December 2014

	MAJOR GENERATORS	ROUTES					COMMENTS
ID	Health Care Facilites						
1	Aventura Hospital	E					Service on adjacent roadway
2	Baptist Hospital	88	104				Service on adjacent roadways
3	Bascom Palmer Eye Institue/Ann Bates Leach Eye Hospital	M	21	Rail			Service on adjacent roadways and within walking distance from Civic Center station
		12	32	77	95	246	Service on local roadways
		277					
4	Community Health Center of South Dade	35	52	70	287		On-site service and service on adjacent roadways
5	Coral Gables Hospital	37					Service on adjacent roadways
6	Doctors' Hospital	56					Service on adjacent roadway
7	HealthSouth Rehabilitation Hospital	70	200				Service on adjacent roadway
8	Hialeah Hospital	L	42	135	Rail		Service on adjacent roadways
9	Homestead Hospital (Baptist)	35					Service on adjacent roadway
10	Jackson Memorial / U.M. / V.A. Hospital	M	12	21			Service on adjacent roadways and within walking distance from Civic Center station
		32	95	246	Rail		
11	Jackson North Medical Center	E	2	22	77	246	Service on adjacent roadways
12	Jackson South Community Hospital	31	34	38	52	57	Service on adjacent roadway
		252	287				
13	Kendall Regional Medical Center	40					Service on adjacent roadway
14	Kindred Hospital South Florida - Coral Gables	8					Service on adjacent roadway
15	Larkin Community Hospital	37	72				Service on adjacent roadway
		57	Rail				Service on local roadways
16	Mercy Hospital	12	48				On-site service with shelters
17	Metropolitan Hospital of Miami	7					Service on adjacent roadway
		238					Service on local roadway
18	Miami Children's Hospital	56					On-site service with shelters
19	Miami Jewish Home & Hospital for the Aged	2	9	10	202		Service on adjacent roadway
		54					Service on local roadway
20	Miami Heart Institute	115	117				Service on local roadway

	MAJOR GENERATORS	ROUTES					COMMENTS
21	Mount Sinai Medical Center	C 62	M J	115 150	117		On-site service Service on adjacent roadway
22	North Dade Health Center	G 17		22 27	246		On-site service Service on local roadways
23	North Shore Medical Center	33	77	277			Service on adjacent roadways
24	Palmetto General Hospital	29					On-site service with shelters
25	Palm Springs General Hospital	33 29	54 73				On-site service with shelters Service on adjacent roadways
26	Selected Speciality Hospital	7 12		211			Service on adjacent roadway Service on local roadway
27	Sister Emmanuel Hospital	12	48				On-site service with shelters
28	South Florida Evaluation & Treatment Center	77	277				Service on adjacent roadway
29	South Miami Hospital	37	57	72	500	Rail	Service on adjacent roadways and within walking distance from South Miami station
30	Westchester General Hospital	24					Service on adjacent roadway
31	West Kendall Baptist Hospital	72 288	88	104	204	272	Service on adjacent roadway

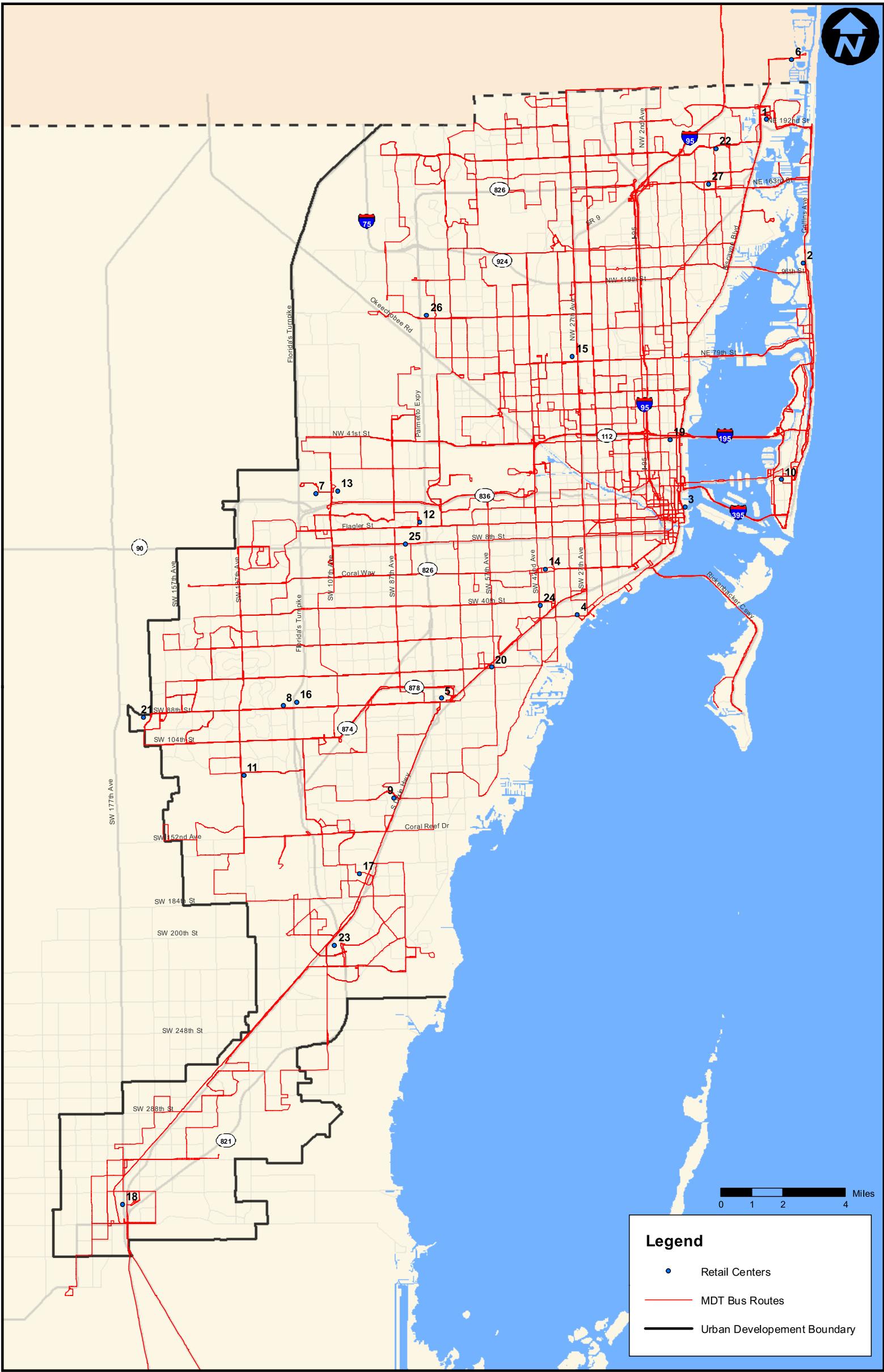


Legend

- Healthcare Facilities
- MDT Metro Bus
- Urban Development Boundary

Healthcare Facilities. Source: Miami-Dade Transit, December 2014

	MAJOR GENERATORS	ROUTES					COMMENTS
ID	Retail Centers						
1	Aventura Mall	E 99	S 120	3 183	9	93	On-site service
2	Bal Harbour Shops	G	H	S	120		Service on adjacent roadways
3	Bayside Market Place	C Mover	S	3	93	95	Service on adjacent roadways and the Mover
4	Coco Walk/ Mayfair in the Grove	48	249				Service on adjacent roadways
5	Dadeland Mall	73 272	87 288	88 500	104 Rail	204	Service on adjacent roadways. Pedestrian walkway to Dadeland North station
6	Diplomat Mall	E					Service on adjacent roadway
7	Dolphin Mall	7	36	71	137	238	On-site terminal with shelters
8	Kendall Village	88	288				Service on adjacent roadway
9	The Falls	31 252	34 287	38	52	136	Service on adjacent roadway and at Busway Station at SW 136 Street
10	Lincoln Road Mall	C 117	L 120	M 123	S 150	115	Service on adjacent roadways
11	London Square	136	137				Service on adjacent roadways
12	Mall of the Americas	7	11	51	87		On-site service with shelters
13	Miami International Mall	7	36	71	137	238	Service on adjacent roadways
14	Miracle Mile	24	37	42	56		Service on adjacent roadways
15	Northside Shopping Plaza	L 79	12 97	21 Rail	27	32	On-site and adjacent roadway service
16	Palms at Town and Country	88	288				Service on adjacent roadways
17	Perrine Plaza	1	52				Service on adjacent roadways
		31	34	38	Busway		Located within walking distance of the Busway (park & ride lot at SW 168 St.)
18	Florida Keys Outlet Center	70	344				Adjacent roadway service
19	Shops at Midtown Miami	9	10				Service on local roadways
		J	36				Adjacent roadway service
20	Shops at Sunset Place	37	57	72	500	Rail	On-site and adjacent roadway service
21	Shops at Paradise Lake	104 (Wknd)	204				Service on adjacent roadways
22	Skylake Mall	H	9	10	95	183	Service on adjacent roadways
23	Southland Mall	1	31	35	38		Service on adjacent roadways
		52	70	137	200		
24	Village at Merrick Park	37	40	42	48	136	Service on adjacent roadways and within walking distance of Douglas Road station
		249	500	Rail			
25	Westchester Shopping Center	8	24	87			Service on adjacent roadways
26	Westland Mall	29	33	54			Service on adjacent roadways
27	163rd Street Mall	E	H	2	3	9	Service on adjacent roadways and off-site terminal
		10 246	16	19	22	75	



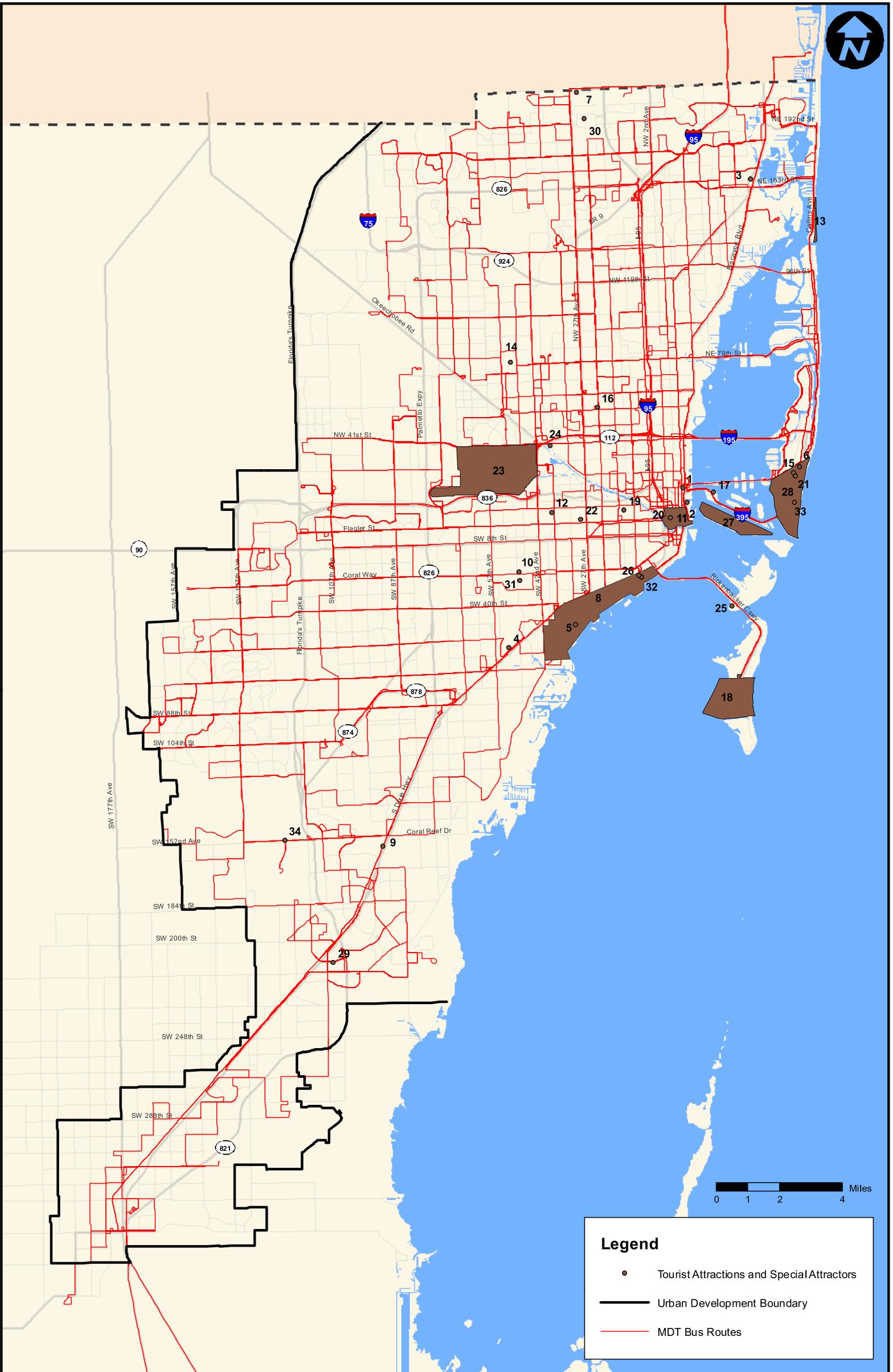
Legend

- Retail Centers
- MDT Bus Routes
- Urban Development Boundary

Retail Centers. Source: Miami-Dade Transit, December 2014

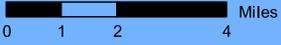
	MAJOR GENERATORS	ROUTES					COMMENTS
ID	Special Attractors						
1	Adrienne Arsht Center	A 6 93	C 9 95	M 10 120	S 16 Mover	3 32	Service on local roadways
2	American Airlines Arena	C 95	S 120	3	9	93	Service on local roadways
		7	8	211			Service on adjacent roadways
3	The Cloisters of the Ancient Spanish Monastery	E	H	3	75	93	Service on local roadways
4	Bank United Center	48	56	500	Rail		Service on adjacent roadways and within walking distance of University station
5	Barnacle Historic State Park	48	249				Service on local roadways
6	Bass Museum of Art	103 150	112	113	119	123	Service on adjacent roadways
		115	117				Service on local roadways
7	Calder Race Course/Casino	99	27	297			Service on adjacent roadways
8	Coconut Grove	6	22	27	48	249	Service on local roadways
9	Coral Castle	34	38	70			Service on local roadway and the Busway
10	Coral Gables Merrick House	24					Service on adjacent roadway
11	Downtown Miami	C 7 51 195 277	S 8 77 207 500	2 9 93 208 Mover	3 11 95 211 Rail	6 21 120 246	Service on local roadways and within walking distance of Government Center and Historic Overtown/Lyric Theatre stations and various Metromover stations
		6	7	37	238		Service on adjacent roadways
		H	S	120			Service on adjacent roadway
		L Rail	29	37	54	135	Service on local roadways
15	Fillmore Miami Beach at the Jackie Gleason Theater	C 117	L 120	M 123	S 150	115	Service on local roadways
16	Joseph Caleb Community Center	22	46	54	246	254	Service on local roadways
17	Jungle Island/Miami Children's Museum	C	M	S	120		Service on local roadways
18	Key Biscayne	B					Service on adjacent roadways
19	Marlins Park	7	12	17			Service on adjacent roadways
		6	7	11	51	208	Service on local roadways

MAJOR GENERATORS		ROUTES					COMMENTS
20	Perez Art Museum Miami	C	S	2	3	6	Service on local roadways and within walking distance of routes C, S, 3, 93, 95, 103, 119 and various Metromover stations
		7	8	9	11	21	
		51	77	93	95	120	
		195	207	208	211	246	
		277	500	Mover			
21	Miami Beach Convention Center	C	120	150			Service on local roadways
		L	M	S	115	117	Service on adjacent roadways
		123					
22	Miami-Dade County Auditorium	11	51				Service on adjacent roadway
		27					Service on local roadway
23	Miami International Airport	J	7	37	42	57	Routes restructured to serve MIC; from MIC use MIA Mover to access Airport
24	Miami Jai-Alai	J	36	37			Service on adjacent roadway
25	Miami Seaquarium	B					Service on adjacent roadway
26	Museum of Science	12	48				Service on adjacent roadway
		17	24				Service on local roadway
		Rail					Located within walking distance from Vizcaya station
27	PortMiami						No MDT service to PortMiami
28	South Beach	C	L	M	S	120	Service on local roadways
		123	150				
29	South Miami-Dade Cultural Arts Center	1	31	35	38	52	Service on adjacent roadways
		70	137	200			
30	Sunlife Stadium	27	99	297			Service on adjacent roadways
31	Venetian Pool	24					Service on local roadway
32	Vizcaya	12	17	24	48		Service on adjacent roadway
		Rail					Located within walking distance from Vizcaya station
33	The Wolfsonian - FIU Museum	C	M	120			Service on adjacent roadway
34	Zoo Miami	252					On-site service to entrance



Legend

- Tourist Attractions and Special Attractors
- Urban Development Boundary
- MDT Bus Routes



Tourist Attractions and Special Attractors. Source: Miami-Dade Transit, December 2014

A.7 MDT BUS REPLACEMENT PLAN

MIAMI-DADE TRANSIT

20 Year Bus Replacement Plan (As Of March 23, 2012)

BUS PROCUREMENT / REPLACEMENT	2012	2013	2014	2015	2016	2017	2018
Total number of small buses required 30 LFW diesel hybrid	0	0	0	0	0	0	0
Total number of 40 Ft buses required 40 LFW diesel hybrid	0	74	51	62	110	99	110
Total number of Articulated buses required 60-ft Articulated Diesel/Electric Hybrid	0	0	0	0	0	0	0
Total Buses Required for Replacement	0	74	51	62	110	99	110

BUS PROCUREMENT / REPLACEMENT	2019	2020	2021	2022	2023	2024	2025
Total number of small buses required 30 LFW diesel hybrid	0	0	75	0	0	0	0
Total number of 40 Ft buses required 40 LFW diesel hybrid	185	13	0	0	0	18	5
Total number of Articulated buses required 60-ft Articulated Diesel/Electric Hybrid	0	0	0	0	0	25	0
Total Buses Required for Replacement	185	13	75	0	0	43	5

BUS PROCUREMENT / REPLACEMENT	2026	2027	2028	2029	2030	2031	2032
Total number of small buses required 30 LFW diesel hybrid	0	0	0	0	0	0	0
Total number of 40 Ft buses required 40 LFW diesel hybrid	13	91	51	63	110	102	111
Total number of Articulated buses required 60-ft Articulated Diesel/Electric Hybrid	14	7	6	0	3	0	0

